



FPM Community Survey Report



San Juan, Puerto Rico

December 2024

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EXECUTIVE SUMMARY

On July 17, 2013, the collaboration agreement was signed between the United States Department of Justice (USDOJ) and the Commonwealth of Puerto Rico (ELA) for the implementation of a Sustainable Reform of the Puerto Rico Police Bureau (PRPB), which has a duration of ten years. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, pp 1-2)

The main objectives of the PRPB Reform are to ensure the protection of civil rights, strengthen relations with the communities, train the members of the Puerto Rico Police Bureau in the best police policies and practices, and provide them with the necessary tools to the fight against crime, which will guarantee public safety. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 5)

The requirements that must be met for implementation are divided into eleven compliance areas: professionalization, use of force, searches and raids, equal protection and non-discrimination, recruitment, selection and appointments, policies and procedures, training, supervision and administration, administrative complaints, investigations and discipline, interaction with the community and public information, information systems and technology. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, pp 3 - 4)

As part of the activities carried out to monitor the progress made by the Reform, a research study is carried out on the communities to find out their perceptions of PRPB and public safety in Puerto Rico.

SUMMARY FINDINGS

Six out ten community members interviewed indicated they have some level of knowledge of the PRPD reform being carried out, although their level of knowledge varies with most indicating little to some knowledge. The incidence of having knowledge about the Reform is slightly lower in this wave.

Nearly two-thirds of the citizens indicated that there has been some degree of impact by the PRPD reform in protecting the citizens' civil rights, while only one-third indicated that the PRPD has kept the citizens informed about the reform process achievements throughout its implementation. Both indicators exhibit increases from 2022, from 57% and 26% to 64% and 32% in 2024.

In terms of the Professionalism indicators, the majority of community members agree that PRPD officers acting in a professional manner when intervening with citizens and that PRPD officers communicate with citizens in a respectful manner during interventions. Four out of ten respondents indicate that they feel that PRPD officers take the appropriate measures when identifying cases of corruption, which is an improvement from 33% in 2022 to 39% in 2024.

Agreement remains more consistent in the Use of Force indicators, with around half or more of community members agreeing to some degree with PRPD officers being properly trained with updated techniques on how to prevent the excessive use of force, respecting citizens' right of free speech expression, and that they intervene appropriately when dealing with citizens going through a mental health crisis.

While one-third of community members have witnessed a police intervention, the evaluation of the elements related to searches and raids (following of correct procedures during interventions, explanation of reasons for intervention, making arrests for justified reasons) tends to be positive for a majority of community members.

With regards to Equal protection and No discrimination, there continues to be mixed results among the different elements:

- Half or more of the community members feel that PRPD officers do provide public security services to all citizens free of discrimination, that citizens can interact with police officers and not suffer any kind of discrimination, and that the PRPD puts a lot of interest in dealing with hate crimes.
- Overall, around 58% of respondents feel there is at least one group that is discriminated against with at least two out of ten respondents feeling that discrimination by police officers occurs due to sexual orientation, gender, political ideology and nationality. A similar proportion (roughly one-fourth) of community members feel that the officers do not provide the same service to the LGBTIQ+ community and the Black community as the general public.
- Less than two-thirds of respondents have never received discriminatory treatment by PRPD officers.
- Seven out of ten respondents state some level of agreement regarding that police offices that are part of discriminated groups are afraid to report crime due to fear of reprisals.
- With regards to domestic violence, around half of the respondents agree to some degree that the PRPD effectively handles cases of domestic violence and sexual assault, as well as that the PRPD effectively provides domestic violence and sexual assault victims with adequate treatment.

With regards to Recruitment, Selection and Designations, although there are improvements from 2022, this is one area where a notable proportion of community members are in disagreement with the different elements (does not have the conditions and benefits to attract qualified people to become members of the force, candidates with the ideal characteristics to join the PRPD are not recruited, does not have an effective promotional campaign to draw recruitment attention, does not have an effective promotional campaign to draw recruitment attention).

Although trending in the right direction, there remains disagreement or lack of awareness with regards to the availability of policy/procedure manuals to citizens and on providing information to the general public about the policies or regulations that govern interventions with foreigners or non-citizens.

Around half of the community members indicate that the police officers are not trained to offer services to people with some type of disability. There is a bit more agreement with regards to the police officers being trained in terms of responsibilities, authority limits and policies.

Around half of the interviewed community members feel that the PRPD does not provide officers with the necessary equipment to carry out their work effectively. This is an improvement from 2022, from 21% to 35% in 2024.

All of the elements related with Administrative Complaints, Investigations and Discipline have improved from 2022 but still have notable levels of disagreement from the community members.

Just around half of the community members indicate an agreement that police officers know the needs and concerns of the community, are encouraged to collaborate with the communities in the prevention and resolution of problems, and that there exists a level of respect between the community and the police officers. This same proportion is satisfied with the presence and work carried out by the police officers in the communities

- However, the level of confidence is almost evenly divided among the respondents in terms of those that feel a positive level of trust and those that show some level of distrust in the public security services provided by PRPD officers.
- There is improvement in the agreement level on whether the police officers treat the homeless population well, from 39% in 2022 to 45% in 2024.

There is a low awareness level of the police activities done with the community such as community meetings, town halls and dialogues. However, around half of those aware of them do participate in these activities.

Over one-third of community members (an increase from 25% in 2022 to 38% in 2024) think that the PRPD has the right technology to provide a more efficient service, which is one of the higher areas of respondents disagreeing with the element.

Half of the community members (again an increase from 41% in 2022 to 51% in 2024) indicate a positive agreement that the PR police publishes reliable statistics on all types of crime.

INTRODUCTION

The purpose of the research study was to measure the community perception of the PRPB, public safety in Puerto Rico, and the evaluation of compliance with the Reform. This report presents the results of the community study conducted at the request of the United States Monitor's Office and the PRPB.

KEY OBJECTIVES

The three key objectives for this study:

- The United States Department of Justice (USDOJ) established an agreement with the Government of Puerto Rico and the PR Police Bureau (PRPB) for the Sustainable Reform of the Puerto Rico Police Department, where in one of the dispositions the PRPB is obligated to undertake, with the supervision of a court appointed Monitor and the oversight of the USDOJ.
- The Reform Agreement was reached in order to implement reforms that are designed to ensure constitutional policing, promote public safety, and strengthen public trust in PRPB.
- The office of the Monitor has requested a survey which should include three phases, one of which is a comprehensive survey of the community in Puerto Rico.

ORGANIZATION OF THE REPORT

The methodology section describes the research method used in the study.

In the Sample section, the characteristics of the representative sample and the demographic profile of the study participants are detailed.

In the Basis of Analysis section, the statistical analysis applied in the study is described.

In the Results section, the findings of the Knowledge that the communities have about the Reform, its purpose and implementation are presented.

Then, the detailed analyzes of the eleven compliance areas that group the requirements that must be comply in the PRPB Reform are presented in subgroups. The eleven compliance areas are:

- Professionalization
- Use of force
- Searches and raids
- Equal protection and no discrimination
- Recruitment, selection and appointments
- Politics and procedures
- Trainings
- Supervision and administration
- Administrative complaints, investigations, and discipline
- Interaction with the community and public information
- Information systems and technology

Appendix A included the research tool that was used to perform the data collection.

METHODOLOGY

STUDY METHODS

Data collection was carried out between October 7 and November 18, 2024.

In the study used a mixed interview technique, Online + CATI for data collection. The maximum duration of the questionnaire was 15 minutes with closed questions.

Interviewers were trained to facilitate an appropriate level of professionalism for proper data collection. After contact with a member of the community, the interviewers requested voluntary participation. They were instructed that if a community member refused to participate, the refusals would be recorded. A refusal is defined as contact made with a community member who declined to participate in the survey. In collecting the responses, the project supervisor maintained quality control measures regularly, monitoring and verifying the data collection.

The questionnaire supplied in the study covered the following topics: knowledge of the Reform, measurement of the eleven areas of compliance with the Reform and defining the demographic profile of the interviewees.

SAMPLE

The sampling frame of the study was a representative sample of the general population, women and men aged 18 years or older.

The representative sample design was 1,300 residents throughout Puerto Rico. It was distributed in the 13 police areas and a subsample was created within each police area of gender, age and socioeconomic level (SEL). (see figure 1)

The goal of the sample design was to allow statistically defensible inferences about the entire population age 18 and older in terms of age, gender, SEL, and police area.

To develop the sampling frame, the estimated data from the 2022 US Census of population by municipalities of Puerto Rico, broken down by age and gender, were used.

In total, 2,361 community members were contacted to complete 1,300 valid cases from the representative sample, which is equivalent to a response rate of 55.0%.

The margin of error of the study based on a sample of 1,300 cases is ± 2.17 at 95%.

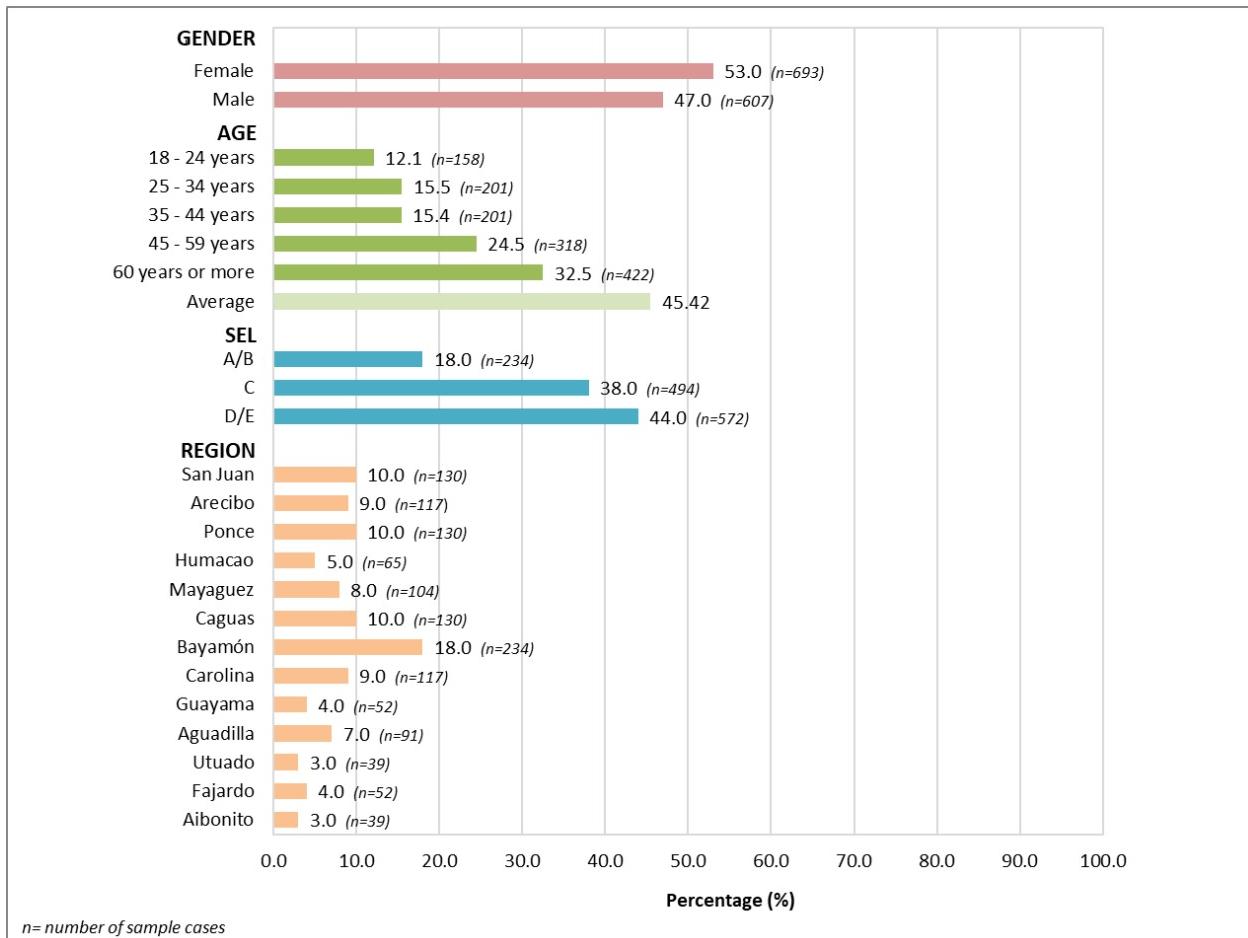
Figure 0.1*Representative Sample Composition*

Figure 0.2*Map of Police Areas*

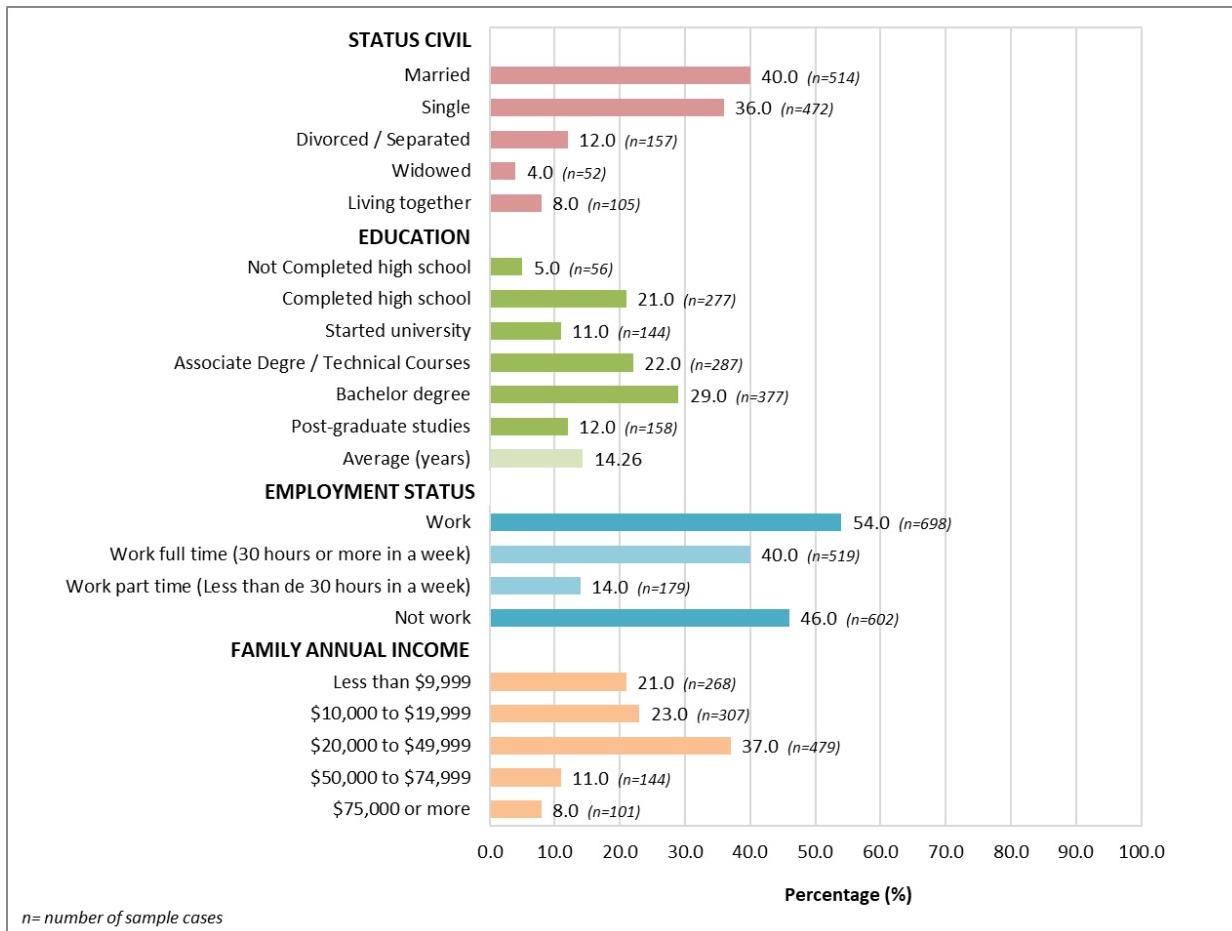
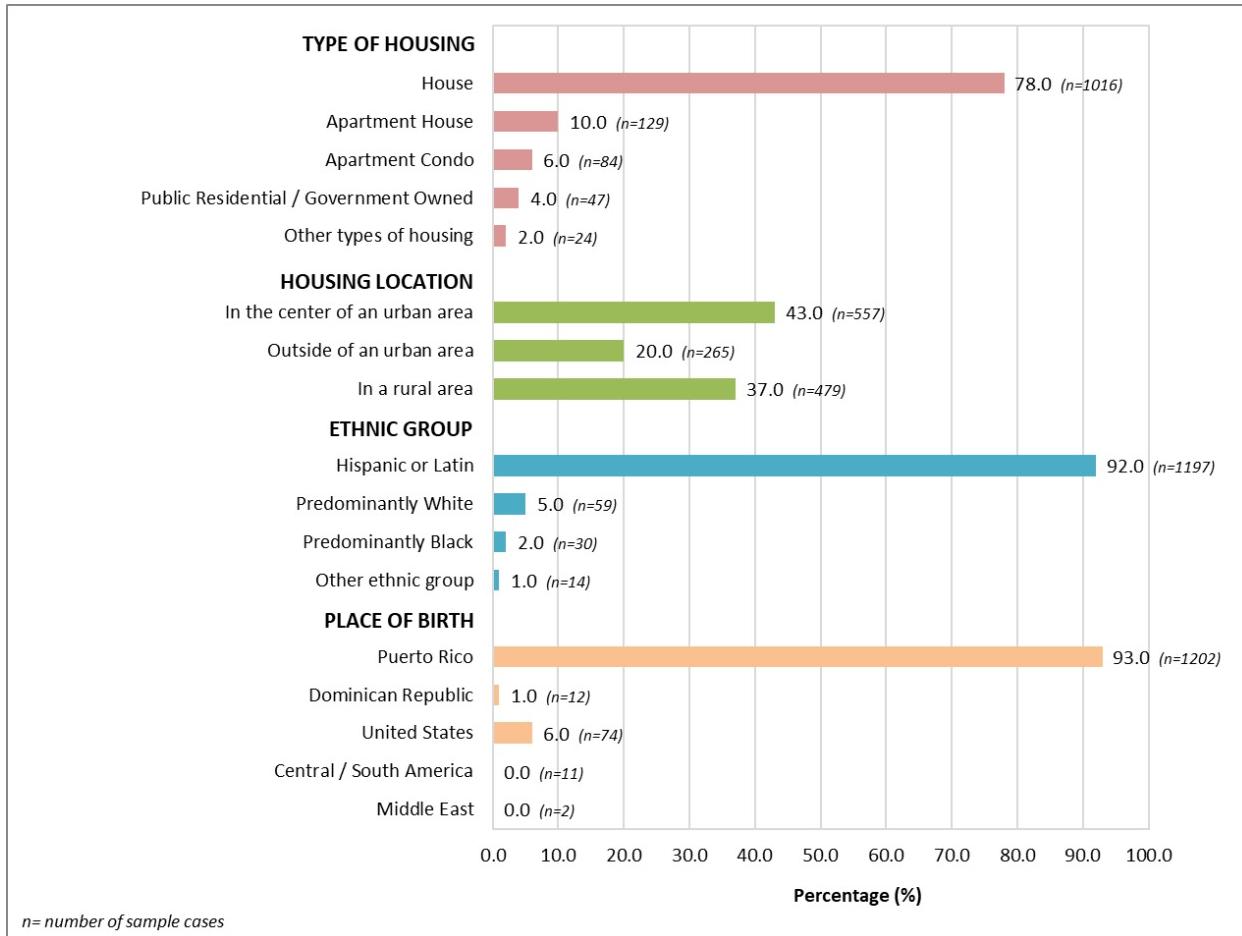
Figure 0.3*Demographics Profile 1*

Figure 0.4*Demographics Profile 2*

BASIS FOR ANALYSIS

For data analysis, the Significance test - Z-test was applied at the 95% confidence level.

The significance test was applied to bases of 30 cases or more. Bases smaller than 30 cases are too small for statistical analysis and therefore the information was only used directionally.

The Z-test is a test where two variables are compared to determine if there are significant differences between the variables being compared.

A statistically significant difference means that there is statistical evidence that there is a difference; It does not mean that the difference is large, but it does mean that it is important or significant between the two variables being compared.

To illustrate the significance test in the analysis tables, a   symbols was used to indicate the columns that show statistical differences between 2024 than 2022.

Z-test =   Significantly higher / lower 2024 than 2022 at 95% confidence level.

In the text of the analysis the percentage increase or decrease of 2024 versus 2022 is indicated as follows: +#pp / -#pp.

RESULTS

KNOWLEDGE ABOUT POLICE REFORM

The main objectives of the PRPB Reform are to ensure the protection of civil rights, strengthen relations with communities, train PRPB members in the best police policies and practices, and provide them with the necessary tools to fight crime which will ensure public safety. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 5)

Figure 1

PR Police Reform Knowledge

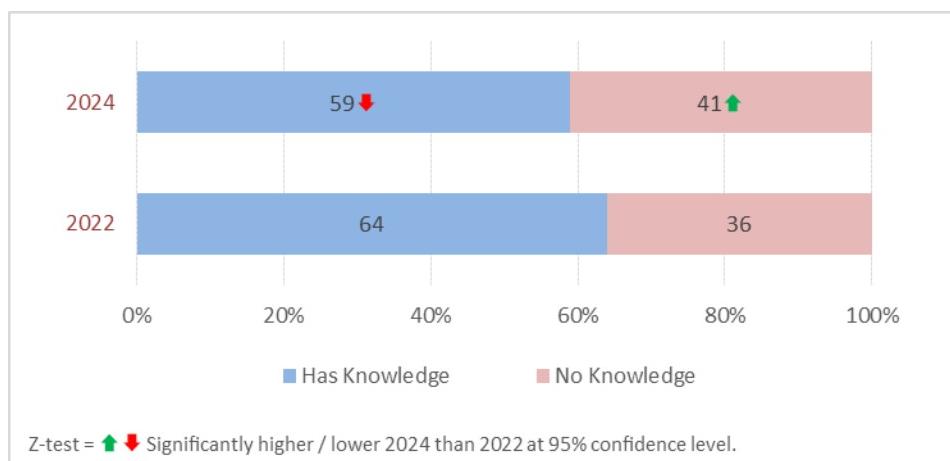


Table 1.1*PR Police Reform Knowledge*

Yr 2024	TOTAL	AGE					GENDER		SEL		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E
Percentage (%)											
(5) A lot of knowledge	6.0	2.0	8.0	10.0	9.0	4.0	6.0	6.0	11.0	8.0	3.0
(4) Some knowledge	28.0	21.0	25.0	28.0	29.0	30.0	21.0 [↓]	35.0	34.0	30.0	23.0
(3) Have heard, but almost no knowledge	25.0 [↓]	25.0	24.0	25.0	24.0	26.0	27.0 [↓]	23.0	25.0	25.0 [↓]	25.0 [↓]
(2) Have heard, but no knowledge	13.0	18.0	13.0	14.0	11.0	13.0	14.0	13.0	9.0 [↓]	12.0	16.0
(1) Never heard	28.0 [↑]	34.0 [↑]	30.0	23.0	27.0	27.0 [↑]	32.0 [↑]	23.0	21.0 [↑]	25.0	33.0 [↑]
HAS KNOWLEDGE (3, 4, 5)	59.0 [↓]	49.0	56.0	63.0	62.0	60.0 [↓]	54.0 [↓]	64.0	70.0	63.0	51.0 [↓]
NO KNOWLEDGE (1, 2)	41.0 [↑]	51.0	44.0	37.0	38.0	40.0 [↑]	46.0 [↑]	36.0	30.0	37.0	49.0 [↑]
Frequency											
(5) A lot of knowledge	83	3	16	19	28	17	46	37	26	41	16
(4) Some knowledge	358	34	49	56	93	126	144	214	79	147	132
(3) Have heard, but almost no knowledge	326	40	48	51	77	111	187	139	59	122	145
(2) Have heard, but no knowledge	172	27	27	29	34	54	96	76	20	59	93
(1) Never heard	361	53	61	47	86	114	221	141	50	125	186
HAS KNOWLEDGE (3, 4, 5)	767	77	113	126	197	254	376	391	164	310	293
NO KNOWLEDGE (1, 2)	533	81	88	75	121	168	316	216	70	184	279
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q1. Are you familiar with or have heard about the Reform being carried out by the PR Police to protect the civil rights of citizens, its purpose and what its implementation consists of?

Table 1.2*PR Police Reform Knowledge*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
Percentage (%)														
(5) A lot of knowledge	6.0	4.0	7.0	4.0	1.0 [↓]	11.0	5.0	8.0	1.0	8.0	17.0 [↑]	3.0	5.0	2.0
(4) Some knowledge	28.0	38.0	31.0 [↓]	24.0	32.0	23.0	25.0	26.0	32.0	15.0	18.0	32.0	42.0	18.0
(3) Have heard, but almost no knowledge	25.0 [↓]	30.0	18.0	26.0	25.0	26.0	32.0	22.0	23.0	32.0	22.0	30.0	21.0	29.0
(2) Have heard, but no knowledge	13.0	8.0 [↓]	16.0	19.0 [↑]	13.0	14.0	10.0 [↓]	15.0	22.0	11.0	10.0	3.0	4.0	7.0
(1) Never heard	28.0 [↑]	20.0	28.0	27.0	29.0	26.0	28.0	29.0	22.0	34.0	33.0	32.0	28.0	44.0 [↑]
HAS KNOWLEDGE (3,4,5)	59.0 [↓]	72.0 [↑]	56.0 [↓]	54.0 [↓]	58.0	60.0	62.0	56.0 [↓]	57.0	55.0	57.0	65.0	67.0	50.0 [↓]
NO KNOWLEDGE (1,2)	41.0 [↑]	28.0 [↓]	44.0 [↑]	46.0 [↑]	42.0	40.0	38.0	44.0 [↑]	43.0	45.0	43.0	35.0	33.0	50.0 [↑]
Frequency														
(5) A lot of knowledge	83	6	8	5	1	12	7	19	2	4	15	1	2	1
(4) Some knowledge	358	50	36	31	21	24	33	60	38	8	16	12	22	7
(3) Have heard, but almost no knowledge	326	39	21	34	16	27	42	51	27	17	20	12	11	12
(2) Have heard, but no knowledge	172	10	19	25	8	15	13	34	25	6	9	1	2	3
(1) Never heard	361	26	32	35	19	27	36	69	25	18	30	12	15	17
HAS KNOWLEDGE (3,4,5)	767	94	66	70	38	62	81	130	67	28	52	25	35	19
NO KNOWLEDGE (1,2)	533	36	51	60	27	42	49	104	50	24	39	14	17	20
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 [^]	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

[^]Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q1. Are you familiar with or have heard about the Reform being carried out by the PR Police to protect the civil rights of citizens, its purpose and what its implementation consists of?

Six out of ten community members interviewed indicated they have some level of knowledge of

the PRPD reform being carried out, a slight decrease from the previous wave's levels (approx. -5pp).

Among those without any knowledge, only one-third indicate they have at least heard of the PRPD reform even if they have no knowledge about it, which is a significantly lower proportion than in 2022.

- Knowledge levels in 2024 are lower among 18–24-year-olds, females, the D/E SEL and residents of the Aibonito region.

Figure 2

PR Police Reform Level of Impact in Protecting the Civil Rights of Citizens

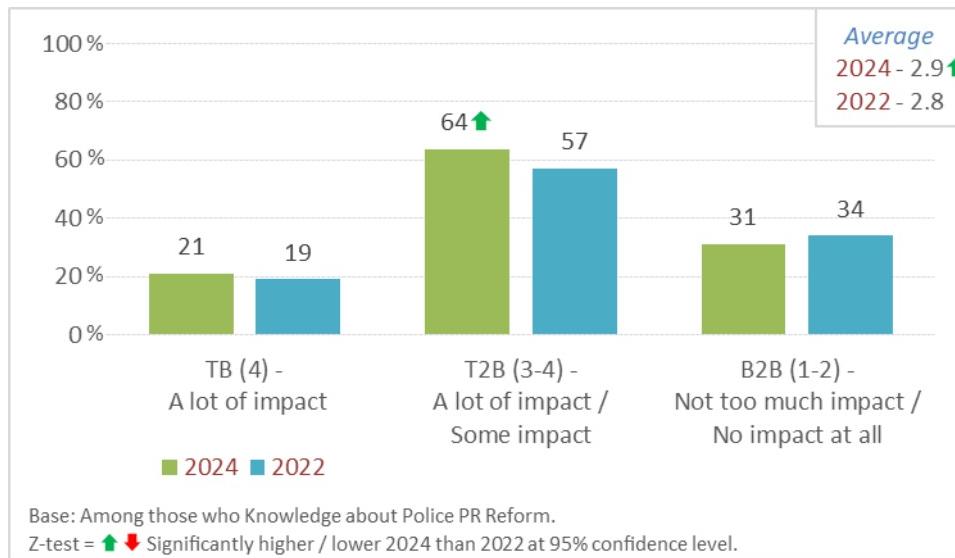


Table 2.1*PR Police Reform Level of Impact in Protecting the Civil Rights of Citizens*

Yr 2024	TOTAL	AGE					GENDER		SEL		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E
Percentage (%)											
(4) A lot of impact	20.9	9.3 ↓	22.6	28.7	18.1	21.9	22.3	19.5	27.0 ↑	19.7	18.7
(3) Some impact	42.7 ↑	40.5	39.6	39.4	39.1	49.2 ↑	41.7	43.6	38.7	43.9 ↑	43.7
(2) Not too much impact	28.1	33.6 ↑	33.3	25.9	32.9	21.4	26.9	29.2	22.4 ↓	30.4	28.7
(1) No impact at all	3.0 ↓	2.7	0.8 ↓	3.6	4.8	2.4 ↓	2.4	3.6 ↓	6.5	1.6 ↓	2.5
Don't know	5.4 ↓	13.9	3.6 ↓	2.4	5.1 ↓	5.2	6.6 ↓	4.2	5.3	4.5 ↓	6.3
TOP 2 BOX (3, 4)	63.6 ↑	49.8 ↓	62.3	68.1 ↑	57.2	71.1 ↑	64.1	63.1 ↑	65.7 ↑	63.5	62.4
BOT 2 BOX (1, 2)	31.1	36.3 ↑	34.1	29.5	37.8	23.7 ↓	29.3	32.7	28.9 ↓	32.0	31.3
AVERAGE	2.9 ↑	2.7 ↓	2.9	3.0 ↑	2.7	3.0 ↑	2.9	2.8 ↑	2.9 ↑	2.9	2.8
Frequency											
(4) A lot of impact	160	7	26	36	36	56	84	76	44	61	55
(3) Some impact	328	31	45	50	77	125	157	171	63	136	128
(2) Not too much impact	215	26	38	33	65	54	101	114	37	94	84
(1) No impact at all	23	2	1	5	10	6	9	14	11	5	8
Don't know	41	11	4	3	10	13	25	16	9	14	19
TOP 2 BOX (3, 4)	488	39	71	86	113	181	241	247	108	197	183
BOT 2 BOX (1, 2)	238	28	39	37	75	60	110	128	47	99	92
Unweighted Base	752	82	116	142	206	206	400	352	97	346	309
Weighted Base	767	77	113	126	197	254	376	391	164	310	293

NotesZ-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who Knowledge about Police PR Reform.

Q2. According to your perception, what do you think has been the level of impact that the PR Police Reform has had in protecting the civil rights of citizens?

Table 2.2*PR Police Reform Level of Impact in Protecting the Civil Rights of Citizens*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado		
Percentage (%)														
(4) A lot of impact	20.9	20.8	18.7	22.7	8.5	21.0	15.8	20.0	15.7	20.0	43.7 ↑	21.4	19.3	32.3
(3) Some impact	42.7 ↑	38.6	49.3	45.0	46.9	43.7	44.4	41.6	49.0	33.9	39.6	39.1	43.0	25.3
(2) Not too much impact	28.1	31.1	29.7 ↓	25.9	35.4	16.9	32.1 ↑	31.3	27.2	32.3	14.4	39.6	22.0	28.1
(1) No impact at all	3.0 ↓	6.1	1.0	—	2.1	9.9	3.4 ↓	—	1.7 ↓	8.3	2.3	—	3.2	6.1
Don't know	5.4 ↓	3.5	1.3	6.4	7.2	8.5	4.3	7.0	6.4	5.6	—	—	12.6	8.2
TOP 2 BOX (3, 4)	63.6 ↑	59.3	68.0 ↑	67.7	55.3	64.7	60.2	61.7	64.7	53.9	83.3 ↑	60.4	62.3	57.6
BOT 2 BOX (1, 2)	31.1	37.2	30.7 ↓	25.9	37.4	26.8	35.4	31.3	29.0	40.5	16.7	39.6	25.1	34.2
AVERAGE	2.9 ↑	2.8	2.9 ↑	3.0	2.7	2.8	2.8	2.9	2.8	2.7	3.3 ↑	2.8	2.9	2.9
Frequency														
(4) A lot of impact	160	20	12	16	3	13	13	26	11	6	23	5	7	6
(3) Some impact	328	36	32	31	18	27	36	54	33	10	21	10	15	5
(2) Not too much impact	215	29	20	18	13	11	26	41	18	9	8	10	8	6
(1) No impact at all	23	6	1	—	1	6	3	—	1	2	1	—	1	1
Don't know	41	3	1	5	3	5	4	9	4	2	—	—	4	2
TOP 2 BOX (3, 4)	488	56	45	47	21	40	49	80	43	15	43	15	22	11
BOT 2 BOX (1, 2)	238	35	20	18	14	17	29	41	19	12	9	10	9	7
Unweighted Base	752	101	78	68	41	52	71	131	73	33	38	17 ^	28 ^	21 ^
Weighted Base	767	94	66	70	38	62	81	130	67	28 ^	52	25 ^	35	19 ^

NotesZ-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who Knowledge about Police PR Reform.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q2. According to your perception, what do you think has been the level of impact that the PR Police Reform has had in protecting the civil rights of citizens?

Nearly two-thirds (64%) of the respondents indicated that there has been some to a lot of impact by the PRPD reform in protecting the citizens' civil rights. This is an increase of +7pp from 2022.

- There is a lower impact level perception among the 18-24- and 45–59-year-old age groups, and among Humacao and Guayama residents.
- Aguadilla residents have a notably higher proportion that indicate a lot of impact compared to other residents.

Figure 3

Has PR Police Kept Citizens Informed About the Reform Process

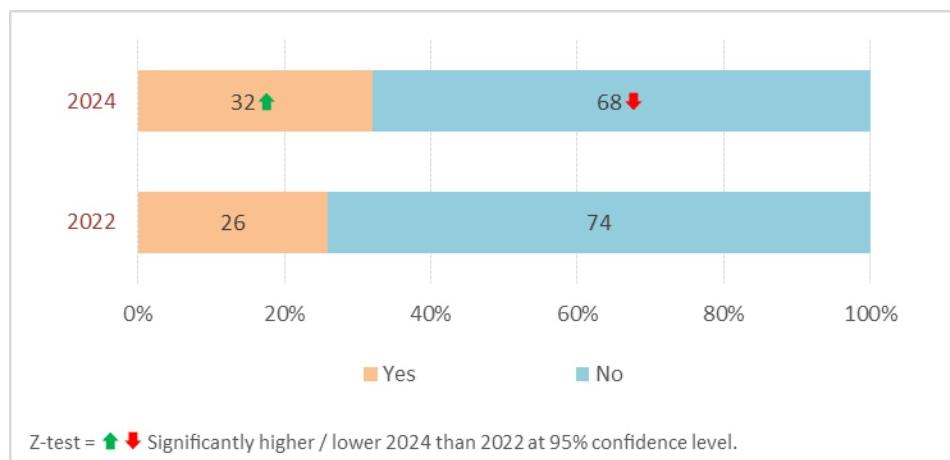


Table 3.1

Has PR Police Kept Citizens Informed About the Reform Process

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge
Percentage (%)												
Yes	32.0 ↑	30.0	32.0 ↑	35.0	30.0 ↑	32.0	32.0	32.0 ↑	32.0 ↑	28.0 ↑	34.0	41.0 ↑
No	68.0 ↓	70.0	68.0 ↓	65.0	70.0 ↓	68.0	68.0	68.0 ↓	68.0 ↓	72.0 ↓	66.0	59.0 ↓
Frequency												
Yes	412	47	64	71	94	136	220	191	74	141	196	317
No	888	111	137	130	224	286	473	416	160	353	376	450
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q3. Do you think that the PR Police keeps citizens informed about the Reform process, the achievements obtained with its implementation?

Table 3.2*Has PR Police Kept Citizens Informed About the Reform Process*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
	Percentage (%)													
Yes	32.0	28.0	25.0	34.0	32.0	36.0	26.0	33.0	32.0	33.0	41.0	28.0	40.0	29.0
No	68.0	72.0	75.0	66.0	68.0	64.0	74.0	67.0	68.0	67.0	59.0	72.0	60.0	71.0
	Frequency													
Yes	412	37	29	44	20	37	33	76	38	17	37	11	21	11
No	888	93	88	86	45	67	97	158	79	35	54	28	31	28
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q3. Do you think that the PR Police keeps citizens informed about the Reform process, the achievements obtained with its implementation?

One-third of interviewed community members thinks that the PRPD has kept the citizens informed about the reform process achievements throughout its implementation. This is an increase from the one out of four-proportion observed in 2022.

- The incidence of being informed is similar by age and gender, but slightly lower among the C SEL group and residents of Arecibo, San Juan, Caguas, Ponce Aibonito and Utuado.
- The level of being informed is highest in the Aguadilla, Fajardo and Mayagüez regions.

PROFESSIONALISM

The main objectives of the Professionalization compliance area are to develop activities that promote professional, ethical, respectful, equitable and constitutional police services aimed at sustainably improving the performance of the Members of the Puerto Rico Police. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 3)

Figure 4

Level of Agreement on the Professional Manner PR Police Officers Act when Intervening with Citizens

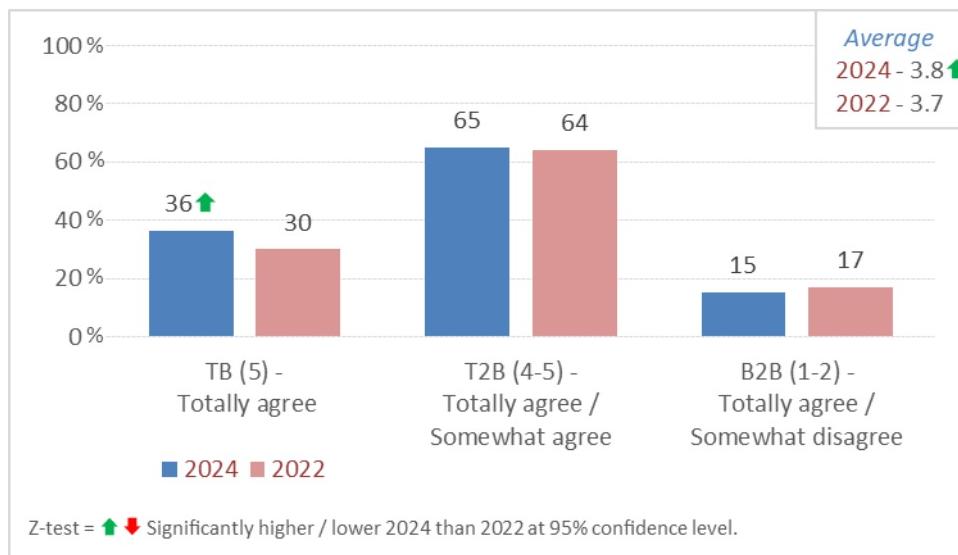


Table 4.1*Level of Agreement on the Professional Manner PR Police Officers Act when Intervening with Citizens*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	36.4↑	26.3	34.3	32.5	35.2	44.0↑	37.4↑	35.2↑	38.7↑	35.8	36.0	38.4↑	33.5↑
(4) Somewhat agree	28.8↓	22.5↓	23.1↓	25.6	33.0	32.3↓	29.3	28.2↓	33.8	27.8	27.6	31.1↓	25.5
(3) Nor agree, nor disagree	17.9	27.9↑	24.5	23.9	15.4	10.1	16.7	19.3	16.2	16.6	19.7	16.6	19.8
(2) Somewhat disagree	10.8	12.8	13.8	12.6	10.7	7.7	9.9	11.8	6.3	14.0	9.8	9.7	12.3
(1) Totally disagree	4.4	6.4	3.8	3.3	5.2	3.9	4.8	4.0	4.3	4.5	4.4	3.5	5.7
Don't know	1.7	4.3	0.5	2.1	0.6	2.0	1.9	1.5	0.7	1.3	2.4	0.6	3.3
TOP 2 BOX (4, 5)	65.2	48.8↓	57.4	58.1	68.2	76.2↑	66.7	63.5	72.5	63.6	63.6	69.6	58.9
BOT 2 BOX (1, 2)	15.2	19.1	17.7	16.0	15.8	11.7	14.7	15.7	10.5↓	18.5	14.2	13.2	18.1
AVERAGE	3.8↑	3.5	3.7	3.7	3.8	4.1↑	3.9	3.8	4.0↑	3.8	3.8	3.9	3.7↑
Frequency													
(5) Totally agree	473	42	69	65	112	186	259	214	91	177	206	295	178
(4) Somewhat agree	374	36	46	51	105	136	203	171	79	137	158	239	136
(3) Nor agree, nor disagree	233	44	49	48	49	43	116	117	38	82	113	128	105
(2) Somewhat disagree	140	20	28	25	34	33	69	71	15	69	56	74	66
(1) Totally disagree	58	10	8	7	17	17	33	24	10	22	25	27	31
Don't know	22	7	1	4	2	8	13	9	2	7	14	5	17
TOP 2 BOX (4, 5)	848	77	115	117	217	322	462	385	170	314	364	534	314
BOT 2 BOX (1, 2)	197	30	36	32	50	49	102	96	25	92	81	101	96
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q4. How much do you agree that the PR Police Officers act in a professional manner when they intervene with citizens, promoting their confidence in the protection of their rights and respect for the institutions of Law and Order?

Table 4.2*Level of Agreement on the Professional Manner PR Police Officers Act when Intervening with Citizens*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
		Percentage (%)												
(5) Totally agree	36.4↑	34.8	38.2↑	36.4	39.3	37.0	34.8	33.6	40.2↑	36.5	42.1	34.3	36.1	30.4
(4) Somewhat agree	28.8↓	32.6	31.0↓	24.4	29.7	37.3	25.8	27.8	23.1	28.9	32.0	26.3	26.7	31.2
(3) Nor agree, nor disagree	17.9	17.1	11.5↓	22.8	14.3	16.3	23.5↑	18.6	21.5	7.7↓	16.7	17.1	19.7	15.0
(2) Somewhat disagree	10.8	8.2	14.8↑	10.2	10.1	6.3	12.9	12.3	10.6	16.1	5.7	10.7	7.9	14.4
(1) Totally disagree	4.4	6.6	3.1	5.5	5.2	2.0	2.2↓	4.6	2.5↓	9.3	3.4	4.3	7.6	6.9
Don't know	1.7	0.7	1.4	0.8	1.3	1.2	0.8	3.2	2.2	1.5	-	7.3	2.0	2.0
TOP 2 BOX (4, 5)	65.2	67.3	69.2	60.8↓	69.0	74.3	60.6	61.3	63.2↑	65.4	74.2	60.6	62.8	61.6
BOT 2 BOX (1, 2)	15.2	14.8	17.8↑	15.7	15.4	8.3	15.1↓	16.9	13.1↓	25.5	9.1	14.9	15.5	21.3
AVERAGE	3.8↑	3.8	3.9	3.8↓	3.9	4.0	3.8	3.8	3.9↑	3.7	4.0	3.8	3.8	3.7
Frequency														
(5) Totally agree	473	45	45	47	26	39	45	79	47	19	38	13	19	12
(4) Somewhat agree	374	42	36	32	19	39	34	65	27	15	29	10	14	12
(3) Nor agree, nor disagree	233	22	14	30	9	17	31	43	25	4	15	7	10	6
(2) Somewhat disagree	140	11	17	13	7	7	17	29	12	8	5	4	4	6
(1) Totally disagree	58	9	4	7	3	2	3	11	3	5	3	2	4	3
Don't know	22	1	2	1	1	1	1	8	3	1	0	3	1	1
TOP 2 BOX (4, 5)	848	88	81	79	45	77	79	144	74	34	68	24	33	24
BOT 2 BOX (1, 2)	197	19	21	20	10	9	20	40	15	13	8	6	8	8
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27↑	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q4. How much do you agree that the PR Police Officers act in a professional manner when they intervene with citizens, promoting their confidence in the protection of their rights and respect for the institutions of Law and Order?

Six out of ten community members agree to some level with PRPD officers acting in a professional manner when intervening with citizens. There is an increase in the top box agreement versus 2022 (+8pp), but the overall positive agreement remains relatively steady.

- This agreement is significantly higher among those community members that have knowledge about the reform.
- The most notable differences in agreement are observed among the age groups (the older the respondent the higher the agreement) and in the regions, where Mayagüez and Aguadilla have a higher agreement and Guayama resident shave a 1 in 4 who disagree with this criterion.

Figure 5

Considers that Most PR Police Officers Communicate with Citizens in a Respectful Manner During Interventions

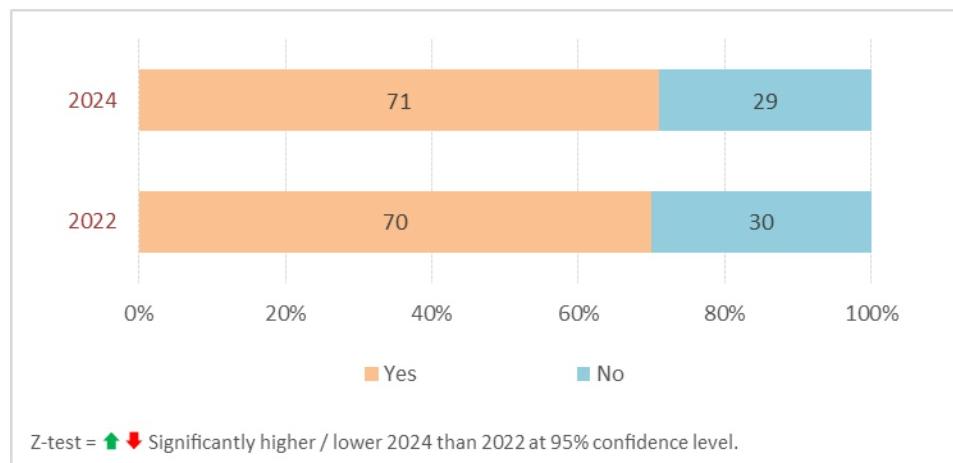


Table 5.1

Considers that Most PR Police Officers Communicate with Citizens in a Respectful Manner During Interventions

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Percentage (%)													
Yes	71.0	63.0	67.0	64.0	69.0	79.0	70.0	72.0	79.0	69.0	69.0	71.0	70.0
No	29.0	37.0	33.0	36.0	31.0	21.0	30.0	28.0	21.0	31.0	31.0	29.0	30.0
Frequency													
Yes	920	99	135	129	221	335	484	436	186	339	395	546	374
No	380	58	66	71	97	87	209	171	48	155	177	221	159
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q5. Do you consider that most of the PR Police Officers communicate with citizens in a respectful manner during interventions?

Table 5.2*Considers that Most PR Police Officers Communicate with Citizens in a Respectful Manner During Interventions*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
Yes	71.0	65.0	71.0	68.0	70.0	78.0	74.0↑	68.0	67.0	67.0	89.0↑	64.0	65.0	78.0
No	29.0	35.0	29.0	32.0	30.0	22.0	26.0↓	32.0	33.0	33.0	11.0↓	36.0	35.0	22.0
Frequency														
Yes	920	85	83	88	45	82	96	159	79	35	81	25	34	30
No	380	45	34	42	20	22	34	75	38	17	10	14	18	9
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q5. Do you consider that most of the PR Police Officers communicate with citizens in a respectful manner during interventions?

Seven out of ten community members (no change from 2022) consider that the PRPD officers communicate with citizens in a respectful manner during interventions.

- The respectful manner response is similar regardless of whether the respondent has or does not have knowledge about the reform.
- This consideration is higher among the 60+ year old segment, the A/B SEL and residents of Aguadilla, Mayagüez and Aibonito.
- By comparison, residents of Utuado, Fajardo and San Juan have a lower incidence of this consideration compared to other regions (although the majority response is that officers communicate respectfully during interventions).

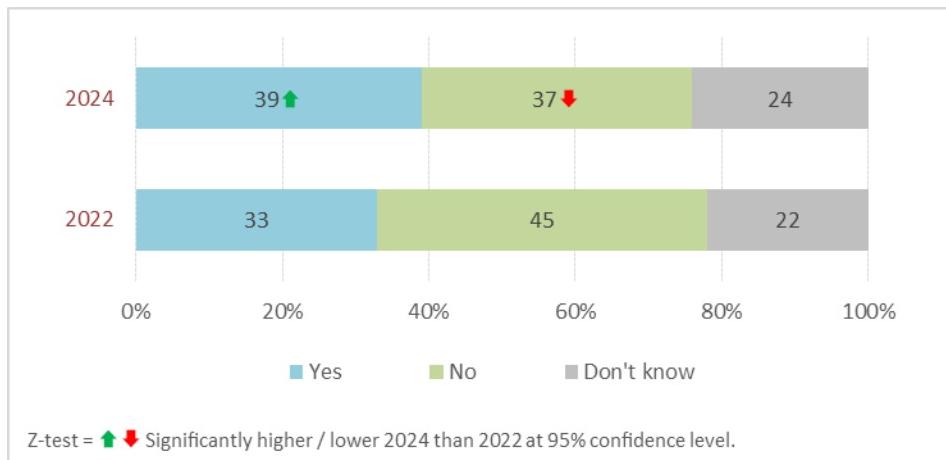
Figure 6*PR Police Take the Appropriate Measures when Identifying Cases of Corruption*

Table 6.1*PR Police Take the Appropriate Measures when Identifying Cases of Corruption*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	39.0	26.0	33.0	37.0	36.0	51.0	39.0	40.0	44.0	38.0	38.0	45.0	31.0
No	37.0	47.0	50.0	37.0	40.0	25.0	36.0	39.0	38.0	40.0	34.0	35.0	41.0
Don't know	24.0	27.0	17.0	26.0	24.0	24.0	25.0	21.0	18.0	22.0	28.0	20.0	28.0
Frequency													
Yes	511	41	67	74	114	215	268	242	103	187	220	348	163
No	484	74	101	74	129	106	248	236	90	200	194	264	220
Don't know	305	43	33	53	75	101	177	129	41	106	158	156	150
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q6. Do you think that the PR Police take the appropriate measures when they identify cases of corruption?

Table 6.2*PR Police Take the Appropriate Measures when Identifying Cases of Corruption*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
		Percentage (%)												
Yes	39.0	34.0	44.0	43.0	38.0	33.0	33.0	40.0	49.0	36.0	46.0	37.0	34.0	34.0
No	37.0	35.0	34.0	37.0	45.0	36.0	47.0	41.0	30.0	31.0	34.0	47.0	26.0	36.0
Don't know	24.0	31.0	22.0	20.0	17.0	31.0	20.0	19.0	21.0	33.0	20.0	16.0	40.0	30.0
Frequency														
Yes	511	44	51	56	25	34	43	94	58	19	42	15	18	13
No	484	46	40	47	29	37	61	95	35	16	31	18	13	14
Don't know	305	41	26	27	11	32	26	45	24	17	18	6	21	12
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q6. Do you think that the PR Police take the appropriate measures when they identify cases of corruption?

A similar proportion of community members (39% vs. 37%) indicate a yes or a no response

towards feeling that PRPD officers take the appropriate measures when identifying cases of corruption.

This yes response is +6pp higher than in 2022. The one out of four remaining respondents do not know how to answer.

- Once again, those with knowledge about the reform have a significantly higher incidence of indicating that appropriate measures are taken (45% vs. 31% among those with no knowledge of the Reform).
- The 60+year old segment, the A/B SEL and residents of Carolina, Aguadilla, Arecibo and Ponce in particular, have a higher Yes response to officers taking the appropriate measures when identifying corruption cases.

USE OF FORCE

The main objectives of the Use of Force compliance area are to provide members of the Puerto Rico Police alternatives that allow the use of objectively reasonable force know how to reduce it and prohibit the use of excessive force. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 3)

Figure 7

Level of Agreement with the PR Police Has Trained its Police Officers with Updated Techniques Necessary to Prevent the Excessive Use of Force When Intervening with Citizens

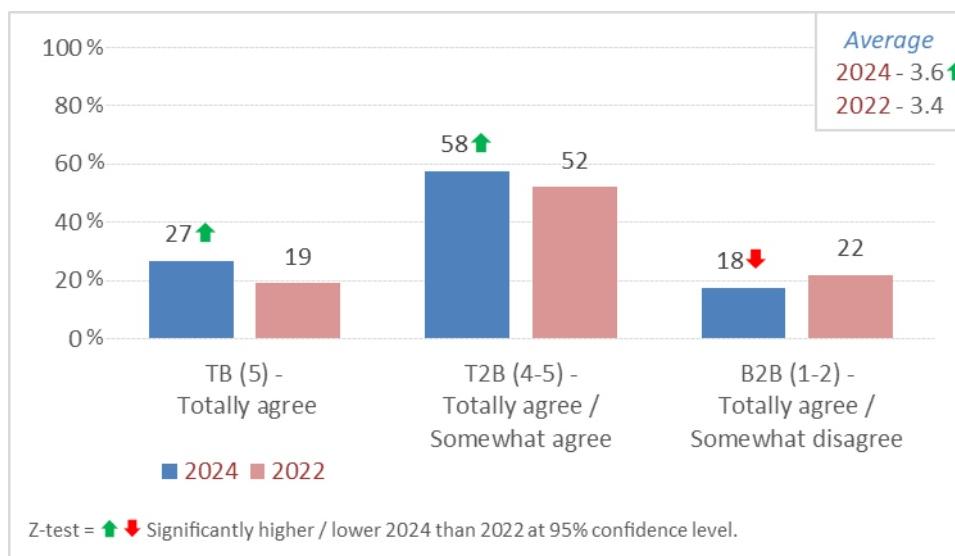


Table 7.1*Level of Agreement with the PR Police Has Trained its Police Officers with Updated Techniques**Necessary to Prevent the Excessive Use of Force When Intervening with Citizens*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	26.6↑	14.3	24.7	22.3	24.7	35.5↑	27.1↑	26.0↑	30.6↑	25.1	26.2↑	29.3↑	22.6↑
(4) Somewhat agree	31.1	38.1	26.0	27.2	31.8	32.0↓	31.8	30.2	33.7	32.1	29.1	33.4	27.6
(3) Nor agree, nor disagree	21.0	25.0	24.4	27.8	20.6	15.0	19.0	23.3	18.3	20.9	22.3	19.5	23.2
(2) Somewhat disagree	10.7	12.7	13.1	9.7	10.5	9.3	10.1	11.3	12.4	11.4	9.3	11.3	9.8
(1) Totally disagree	6.9↓	4.8	9.3	7.1	9.5	4.3↓	7.4	6.2	4.4	6.6↓	8.1	4.5↓	10.3
Don't know	3.8↓	5.0	2.5	5.9	2.8	3.8	4.7	2.9	0.7↓	3.9	5.0	2.0	6.5
TOP 2 BOX (4, 5)	57.6↑	52.4	50.7	49.5	56.6↑	67.5	58.9↑	56.2	64.3↑	57.2	55.3	62.7	50.2↑
BOT 2 BOX (1, 2)	17.5↓	17.5	22.4	16.8↓	20.0	13.7	17.5	17.6	16.7↓	18.0	17.4	15.8↓	20.1
AVERAGE	3.6↑	3.5	3.5	3.5	3.5	3.9↑	3.6↑	3.6↑	3.7↑	3.6	3.6	3.7↑	3.5↑
Frequency													
(5) Totally agree	345	23	50	45	79	150	188	158	72	124	150	225	120
(4) Somewhat agree	404	60	52	55	101	135	220	184	79	159	166	257	147
(3) Nor agree, nor disagree	273	40	49	56	65	64	132	142	43	103	127	150	124
(2) Somewhat disagree	139	20	26	19	33	39	70	69	29	56	53	87	52
(1) Totally disagree	89	8	19	14	30	18	51	38	10	33	46	34	55
Don't know	50	8	5	12	9	16	32	18	2	19	29	15	35
TOP 2 BOX (4, 5)	749	83	102	99	180	285	408	341	150	282	316	482	268
BOT 2 BOX (1, 2)	228	28	45	34	64	58	121	107	39	89	100	121	107
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q7. According to your perception, how much do you agree that the PR Police has trained its police officers with updated techniques necessary to prevent the excessive use of force when intervening with citizens?

Table 7.2

Level of Agreement with the PR Police Has Trained its Police Officers with Updated Techniques Necessary to Prevent the Excessive Use of Force When Intervening with Citizens

Yr 2024	TOTAL		POLICE AREA											
			San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
Percentage (%)														
(5) Totally agree	26.6	20.4	24.8	28.3	22.6	26.7	30.2	27.2	27.8	35.7	34.6	16.9	18.0	23.2
(4) Somewhat agree	31.1	34.1	30.7	31.4	32.9	39.8	20.1	28.8	29.8	22.1	28.4	35.2	49.2	37.9
(3) Nor agree, nor disagree	21.0	20.8	24.4	22.5	21.6	22.4	19.9	20.9	21.4	15.0	18.6	21.6	22.0	17.5
(2) Somewhat disagree	10.7	13.4	11.2	6.4	15.4	5.6	14.5	11.7	6.7	18.1	8.4	14.4	2.7	14.6
(1) Totally disagree	6.9	9.0	6.7	7.3	4.6	3.5	9.6	8.0	9.7	3.0	5.3	3.1	1.8	7.0
Don't know	3.8	2.3	2.3	4.0	3.0	2.1	5.6	3.4	4.5	6.1	4.7	8.8	6.3	—
TOP 2 BOX (4, 5)	57.6	54.5	55.4	59.7	55.4	66.5	50.4	56.0	57.6	57.8	63.0	52.1	67.2	61.0
BOT 2 BOX (1, 2)	17.5	22.4	17.8	13.7	20.0	9.1	24.1	19.6	16.4	21.1	13.7	17.6	4.5	21.5
AVERAGE	3.6	3.5	3.6	3.7	3.6	3.8	3.5	3.6	3.6	3.7	3.8	3.5	3.8	3.6
Frequency														
(5) Totally agree	345	27	29	37	15	28	39	64	33	19	32	7	9	9
(4) Somewhat agree	404	44	36	41	21	41	26	68	35	12	26	14	26	15
(3) Nor agree, nor disagree	273	27	29	29	14	23	26	49	25	8	17	8	11	7
(2) Somewhat disagree	139	17	13	8	10	6	19	27	8	9	8	6	1	6
(1) Totally disagree	89	12	8	10	3	4	12	19	11	2	5	1	1	3
Don't know	50	3	3	5	2	2	7	8	5	3	4	3	3	0
TOP 2 BOX (4, 5)	749	71	65	78	36	69	66	131	67	30	57	20	35	24
BOT 2 BOX (1, 2)	228	29	21	18	13	9	31	46	19	11	13	7	2	8
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

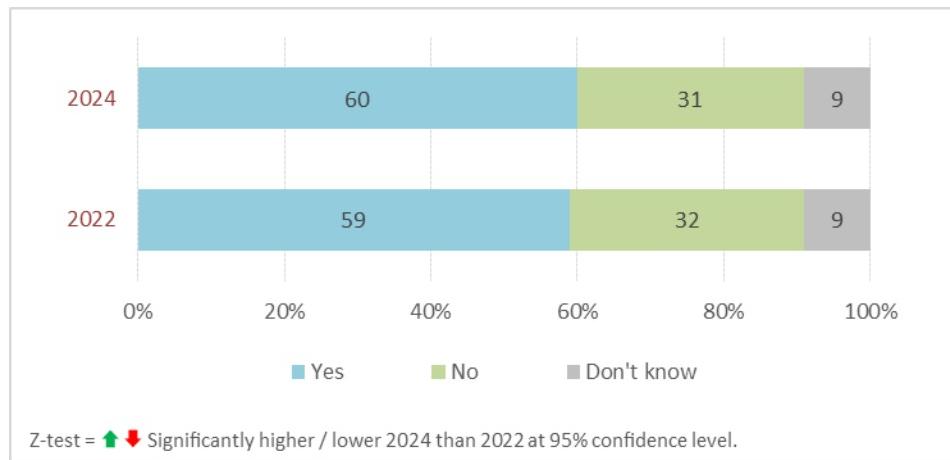
Q7. According to your perception, how much do you agree that the PR Police has trained its police officers with updated techniques necessary to prevent the excessive use of force when intervening with citizens?

Over half of the respondents show some level of agreement that the PRPD has trained its officers with updated techniques on how to prevent the excessive use of force. This agreement level increases +6pp from 2022.

- The level of agreement is higher among those community members with knowledge about the Reform, although it does increase among those with no knowledge compared to the 2022 results.
- This agreement is highest among 60+ year old and Mayagüez and Fajardo residents of Caguas.

Figure 8

PR Police Officers Respect and Protect the Right to Free Expression of Citizens When Provide Surveillance in Constitutional Activities and Demonstrations

**Table 8.1**

PR Police Officers Respect and Protect the Right to Free Expression of Citizens When Provide Surveillance in Constitutional Activities and Demonstrations

Yr 2024	TOTAL	AGE					GENDER			SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge	
		Percentage (%)												
Yes	60.0	53.0	51.0	54.0	60.0	69.0	58.0	62.0	66.0	56.0	60.0	64.0	54.0	
No	31.0	35.0	37.0	35.0	32.0	23.0	32.0	29.0	28.0	35.0	29.0	30.0	32.0	
Don't know	9.0	12.0	12.0	11.0	8.0	8.0	10.0	9.0	6.0	9.0	11.0	6.0	14.0	
Frequency														
Yes	777	84	102	108	191	291	403	374	155	279	343	490	287	
No	400	56	75	71	102	97	221	179	65	171	164	232	168	
Don't know	123	18	24	22	25	34	70	53	13	44	65	45	77	
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548	
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533	

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q8. Do you consider that the PR Police Officers respect and protect the right to free expression of citizens when they provide surveillance in constitutional activities and demonstrations such as: strikes, marches, etc.?

Table 8.2*PR Police Officers Respect and Protect the Right to Free Expression of Citizens When Provide Surveillance in Constitutional Activities and Demonstrations*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
Yes	60.0	55.0	63.0 ⬇️	57.0	63.0	66.0	55.0	54.0	61.0	73.0	65.0	52.0	67.0	69.0
No	31.0	36.0	31.0 ⬆️	31.0	29.0	24.0	35.0	36.0	29.0	17.0	23.0	39.0	24.0	29.0
Don't know	9.0	9.0	6.0	12.0	8.0	10.0	10.0	10.0	10.0	12.0	9.0	9.0	2.0	
Frequency														
Yes	777	71	73	74	41	69	72	127	71	38	59	20	35	27
No	400	47	36	41	19	25	45	84	34	9	21	15	13	11
Don't know	123	12	8	16	5	11	13	23	11	5	11	3	5	1
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ▲	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

NotesZ-test = ⬇️ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q8. Do you consider that the PR Police Officers respect and protect the right to free expression of citizens when they provide surveillance in constitutional activities and demonstrations such as: strikes, marches, etc?

Six out of ten community members indicate that the PRPD officers respect and protect the citizens' right of free expression. There is no change from 2022.

- The disagreement with this criterion is higher among those with no knowledge about the Reform.
- By regions, the highest agreement is in Guayama and Aibonito while the highest disagreement is in Utuado, Bayamon and Caguas.

Figure 9

PR Police Officers Intervene Appropriately with Citizens Who Have Problems of Having a Mental Health Crisis

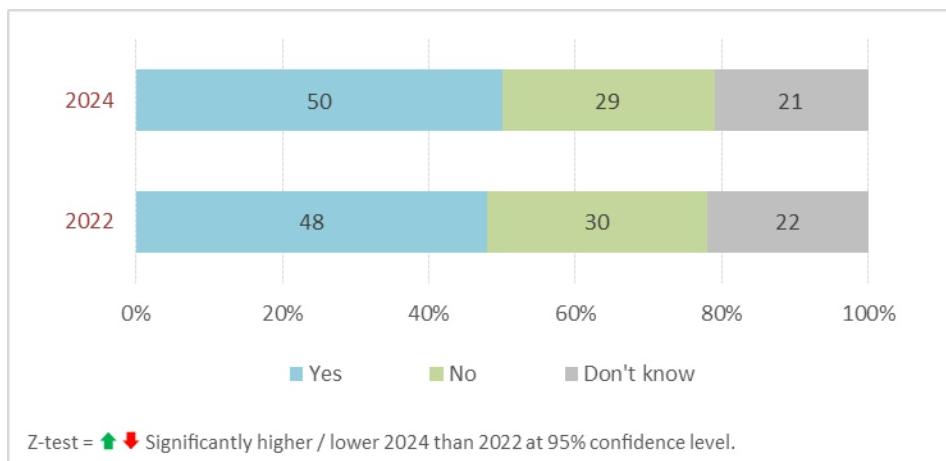


Table 9.1*PR Police Officers Intervene Appropriately with Citizens Who Have Problems of Having a Mental Health Crisis*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	50.0	42.0	47.0	44.0	48.0	59.0	50.0	50.0	53.0	49.0	50.0	55.0	43.0
No	29.0	33.0	35.0	31.0	32.0	22.0	30.0	28.0	28.0	30.0	28.0	29.0	28.0
Don't know	21.0	25.0	18.0	25.0	20.0	19.0	20.0	22.0	19.0	21.0	22.0	16.0	29.0
Frequency													
Yes	650	66	94	88	151	251	343	307	124	241	285	423	228
No	377	53	70	61	102	91	210	167	66	149	163	226	151
Don't know	272	39	36	51	65	81	140	133	44	104	124	119	154
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q9. Do you consider that the PR Police Officers intervene appropriately with citizens who have problems of having a mental health crisis?

Table 9.2*PR Police Officers Intervene Appropriately with Citizens Who Have Problems of Having a Mental Health Crisis*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
Yes	50.0	45.0	51.0	46.0	52.0	50.0	47.0	49.0	55.0	44.0	62.0	40.0	55.0
No	29.0	35.0	33.0	30.0	28.0	30.0	31.0	28.0	25.0	32.0	22.0	42.0	16.0
Don't know	21.0	20.0	16.0	24.0	20.0	20.0	22.0	23.0	20.0	24.0	16.0	18.0	29.0
Frequency													
Yes	650	58	60	60	34	52	61	115	65	23	57	16	29
No	377	46	38	39	18	31	40	65	29	16	20	16	8
Don't know	272	26	19	31	13	21	29	54	24	13	15	7	15
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q9. Do you consider that the PR Police Officers intervene appropriately with citizens who have problems of having a mental health crisis?

Half of the respondents indicate that the PRPD officers intervene appropriately when dealing with citizens going through a mental health crisis.

- Although this indication is lower among those with no knowledge of the Reform, the agreement incidence in this segment improves from 2022.
- This agreement is highest among 60+ year old and residents of Aguadilla, Fajardo, Aibonito and Carolina.

SEARCHES AND RAIDS

The main objectives of the Search and Search compliance area is to ensure that all detentions, arrests, searches and searches are carried out respecting the rights, privileges and immunities guaranteed and protected by the Constitution and the laws of the United States and ELA. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 3)

Figure 10

Has Experienced or Witnessed Any Situation Where PR Police Officers Have Had to Intervene With You or Any Other Citizen in the Last 5 Years

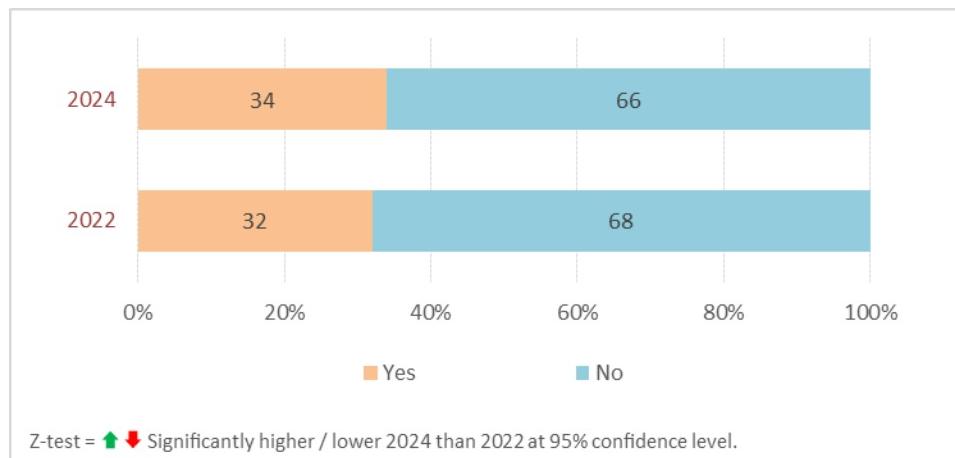


Table 10.1

Has Experienced or Witnessed Any Situation Where PR Police Officers Have Had to Intervene With You or Any Other Citizen in the Last 5 Years

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM	
							Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more						
Yes	34.0	37.0	47.0	40.0	29.0	26.0	32.0	36.0	42.0	34.0	30.0	36.0
No	66.0	63.0	53.0	60.0	71.0	74.0	68.0	64.0	58.0	66.0	70.0	64.0
Frequency												
Yes	436	58	95	80	92	111	218	218	97	169	170	278
No	864	99	107	121	226	311	474	389	137	325	402	490
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q10. In the last 5 years, have you experienced or witnessed any situation where PR Police Officers have had to intervene with you or any other citizen?

Table 10.2*Has Experienced or Witnessed Any Situation Where PR Police Officers Have Had to Intervene With You or Any Other Citizen in the Last 5 Years*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
Yes	34.0	39.0	32.0	35.0	21.0	35.0	33.0	36.0	31.0	30.0	31.0	32.0	36.0	40.0
No	66.0	61.0	68.0	65.0	79.0	65.0	67.0	64.0	69.0	70.0	69.0	68.0	64.0	60.0
Frequency														
Yes	436	51	37	45	14	36	43	84	36	15	29	12	19	16
No	864	79	80	85	51	68	87	150	81	37	62	27	33	23
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ^a	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

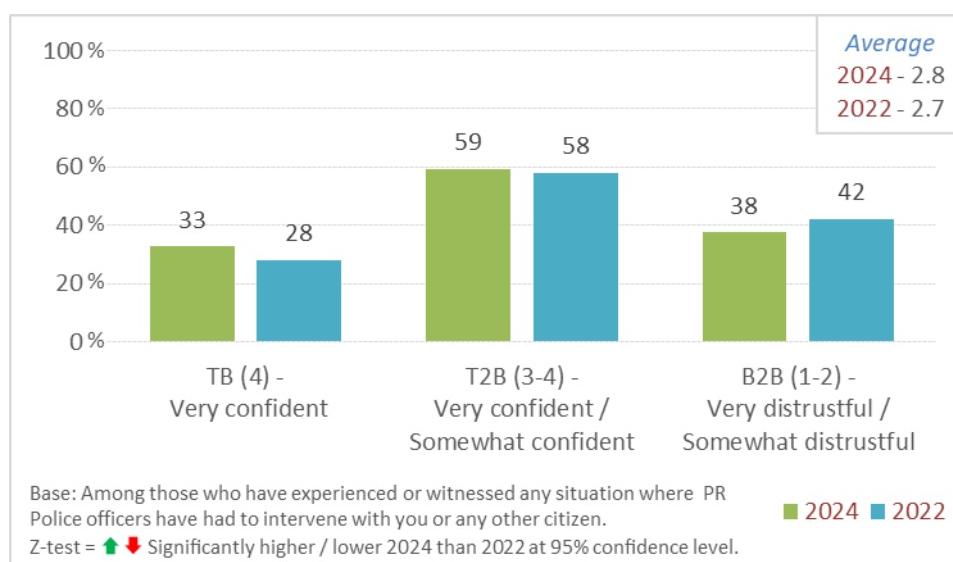
Q10. In the last 5 years, have you experienced or witnessed any situation where PR Police Officers have had to intervene with you or any other citizen?

One-third of community members (no change from 2022) indicate having witnessed a police intervention with a citizen (be it themselves or someone else) in the last five years.

- Those with Reform knowledge have a higher incidence of having witnessed a police intervention.
- This incidence is higher among 25–44-year-olds, Males, the A/B SEL and residents of Aibonito and San Juan, while being lower among 45+ year olds and residents of Humacao.

Figure 11

Level of Confidence that the PR Police Officers Followed the Correct Procedures During an Intervention with a Citizen



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Table 11.1*Level of Confidence that the PR Police Officers Followed the Correct Procedures During an Intervention with a Citizen*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(4) Very confident	32.6	20.3	30.9	29.2	36.5	39.6	31.4	33.7 ▲	43.6	32.9	25.9	36.2	26.2
(3) Somewhat confident	26.8	30.8	29.2	28.9	24.2	23.2	24.9	28.6	29.4	26.2	25.9	28.5	23.7
(2) Somewhat distrustful	20.5	29.5	19.8	22.7	14.3 ▼	20.0	20.3	20.7	18.2	19.2	23.2	19.3	22.7
(1) Very distrustful	17.0	14.7	16.5	16.1	24.2	13.5	21.1	12.9	7.1	18.5	21.3	14.3	21.7
Don't remember	3.1 ▲	4.7	3.7	3.1	0.8	3.7	2.2	4.0 ▲	1.8	3.2 ▲	3.7	1.6	5.7
TOP 2 BOX (3, 4)	59.3	51.1	60.1	58.1	60.7	62.8	56.4	62.3	73.0	59.1	51.8	64.8	49.9
BOT 2 BOX (1, 2)	37.5	44.2	36.3	38.8	38.5	33.5	41.4	33.6 ▼	25.2	37.7	44.5	33.6	44.4
AVERAGE	2.8	2.6	2.8	2.7	2.7	2.9	2.7	2.9	3.1	2.8	2.6	2.9	2.6
Frequency													
(4) Very confident	142	12	29	23	34	44	69	74	42	56	44	101	42
(3) Somewhat confident	117	18	28	23	22	26	55	62	29	44	44	79	38
(2) Somewhat distrustful	90	17	19	18	13	22	44	45	18	32	39	54	36
(1) Very distrustful	74	9	16	13	22	15	46	28	7	31	36	40	35
Don't remember	14	3	4	3	1	4	5	9	2	6	6	5	9
TOP 2 BOX (3, 4)	259	30	57	47	56	70	123	136	71	100	88	180	79
BOT 2 BOX (1, 2)	164	26	34	31	35	37	91	73	25	64	76	93	71
Unweighted Base	434	58	99	92	94	91	232	202	58	192	184	271	163
Weighted Base	436	59	95	80	92	112	219	218	97	169	170	278	159

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who have experienced or witnessed any situation where PR Police officers have had to intervene with you or any other citizen.

Q11. During the process of the intervention of PR Police Officers with you or another citizen, how confident were you that the police were following the correct procedures?

Table 11.2*Level of Confidence that the PR Police Officers Followed the Correct Procedures During an Intervention with a Citizen*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(4) Very confident	32.6	32.6	40.2	37.1	28.7	34.1	14.9	36.0	32.9	11.0	54.8	10.5	31.3
(3) Somewhat confident	26.8	20.4	23.7	23.7	28.2	31.7	37.9	23.5	32.0	25.3	22.9	45.0	24.3
(2) Somewhat distrustful	20.5	25.8	17.1	13.7	18.1	26.3	33.4	21.8	17.9	35.9	3.5	21.1	5.9
(1) Very distrustful	17.0	19.1	16.3	18.1	19.7	7.9	11.5	15.2	12.3	22.8	18.7	23.3	38.5
Don't remember	3.1 ▲	2.0	2.7	7.4	5.3	—	2.3	3.5	5.0	5.0	—	—	6.4
TOP 2 BOX (3, 4)	59.3	53.1	63.9	60.8	56.9	65.8	52.8	59.6	64.8	36.3	77.8	55.6	55.6
BOT 2 BOX (1, 2)	37.5	44.9	33.4	31.8	37.8	34.2	44.9	36.9	30.2	58.7	22.2	44.4	44.4
AVERAGE	2.8	2.7	2.9	2.9	2.7	2.9	2.6	2.8	2.9	2.3	3.1	2.4	2.5
Frequency													
(4) Very confident	142	17	15	17	4	12	6	30	12	2	16	1	6
(3) Somewhat confident	117	10	9	11	4	11	16	20	12	4	7	6	5
(2) Somewhat distrustful	90	13	6	6	3	9	14	18	6	6	1	3	1
(1) Very distrustful	74	10	6	8	3	3	5	13	4	4	5	3	7
Don't remember	14	1	1	3	1	—	1	3	2	1	—	—	1
TOP 2 BOX (3, 4)	259	27	24	28	8	24	23	50	23	6	22	7	10
BOT 2 BOX (1, 2)	164	23	12	15	5	12	19	31	11	9	6	6	8
Unweighted Base	434	55	44	46	16 ▲	29 ▲	37	84	44	17 ▲	21 ▲	9 ▲	15 ▲
Weighted Base	436	51	37	45	14 ▲	36	43	84	36	15 ▲	29 ▲	12 ▲	19 ▲

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Base: Among those who have experienced or witnessed any situation where PR Police officers have had to intervene with you or any other citizen.

Q11. During the process of the intervention of PR Police Officers with you or another citizen, how confident were you that the police were following the correct procedures?

Over half of the respondents indicate a positive level of trust in that the police officer followed correct procedures when intervening with citizens. Still, nearly four out of ten indicate a level of distrust towards correct procedures being followed.

- Trust levels in correct procedure being followed is highest among Males, the A/B SEL, and residents of Aguadilla.
 - In terms of distrust, the 18-24 age group, and residents of Guayama, Aibonito, Fajardo, San Juan and Caguas exhibit higher levels.

Figure 12

PR Police Officers Explained the Reasons for Intervening with Interviewed or Another Citizen in a Clear and Professional Manner

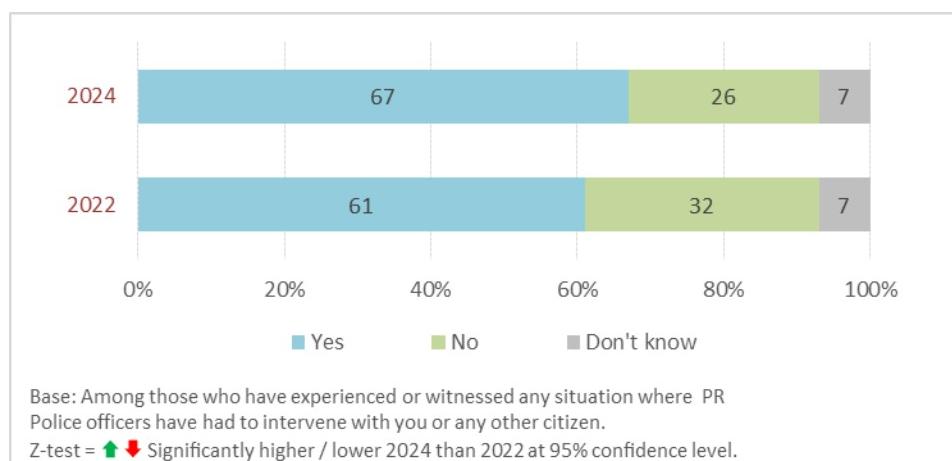


Table 12.1

PR Police Officers Explained the Reasons for Intervening with Interviewed or Another Citizen in a Clear and Professional Manner

Yr 2024	TOTAL	AGE					GENDER			SEL			REFORM		
		18 - 24 years		25 - 34 years		35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)													
Yes	67.0	64.0	67.0	64.0	65.0	72.0	67.0	67.0 ▲	82.0 ▲	64.0	61.0	72.0 ▲	58.0		
No	26.0	28.0	28.0	27.0	32.0	19.0	28.0	25.0 ▼	12.0 ▼	27.0	34.0	23.0 ▼	32.0		
Don't know	7.0	8.0	5.0	9.0	3.0	9.0	5.0	8.0	6.0	9.0	5.0	5.0	10.0		
Frequency															
Yes	292	38	63	51	59	80	146	145	80	108	103	200	92		
No	115	16	27	22	30	21	60	55	12	46	57	64	52		
Don't know	29	5	4	7	3	10	12	17	5	15	9	14	15		
Unweighted Base	434	58	99	92	94	91	232	202	58	192	184	271	163		
Weighted Base	436	59	95	80	92	112	219	218	97	169	170	278	159		

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who have experienced or witnessed any situation where PR Police officers have had to intervene with you or any other citizen.

Q12. In the intervention, did the PR Police Officers explained the reasons for intervening with you or another citizen in a clear and professional manner?

Table 12.2*PR Police Officers Explained the Reasons for Intervening with Interviewed or Another Citizen in a Clear and Professional Manner*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Albonito	
Percentage (%)														
Yes	67.0	63.0	71.0	71.0	45.0	74.0	64.0	66.0	77.0	47.0	77.0	44.0	72.0	64.0
No	26.0	27.0	25.0	20.0	36.0	21.0	33.0	27.0	18.0	53.0	16.0	42.0	28.0	29.0
Don't know	7.0	10.0	4.0	9.0	19.0	5.0	3.0	7.0	5.0	—	7.0	14.0	—	7.0
Frequency														
Yes	292	32	26	32	6	26	28	55	28	7	22	5	14	10
No	115	14	9	9	5	8	14	22	6	8	5	5	5	4
Don't know	29	5	2	4	3	2	1	6	2	—	2	2	—	1
Unweighted Base	434	55	44	46	16 [▲]	29 [▲]	37	84	44	17 [▲]	21 [▲]	9 [▲]	15 [▲]	17 [▲]
Weighted Base	436	51	37	45	14 [▲]	36	43	84	36	15 [▲]	29 [▲]	12 [▲]	19 [▲]	16 [▲]

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

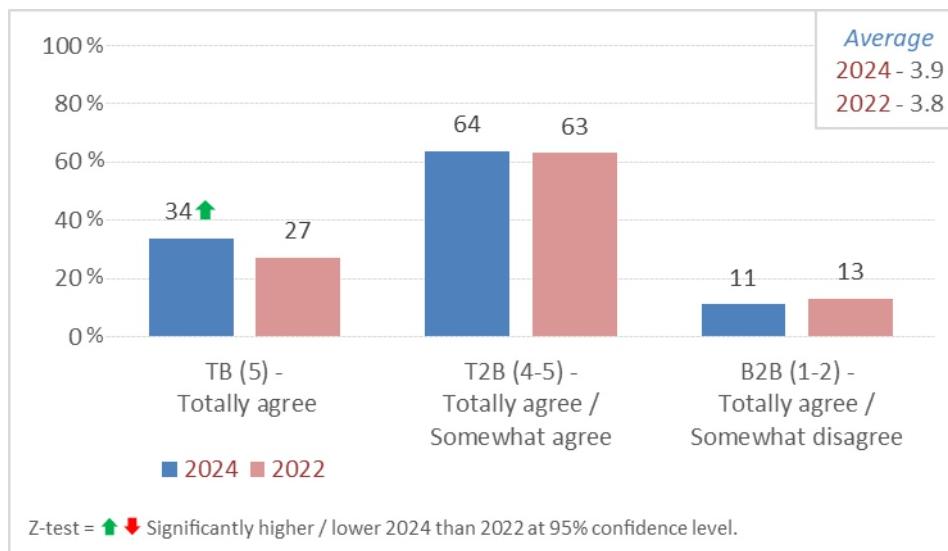
[▲]Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Base: Among those who have experienced or witnessed any situation where PR Police officers have had to intervene with you or any other citizen.

Q12. In the intervention, did the PR Police Officers explained the reasons for intervening with you or another citizen in a clear and professional manner?

Two out of three respondents indicated that the police officers explained the reasons for their intervention in a clear and professional manner. This is a +6pp increase from 2022, driven by those with knowledge about the Reform.

- This incidence is higher among 60+ year olds, the A/B SEL and residents of Carolina, Aguadilla and Mayagüez.
- The No response for this criterion is higher among residents of Guayama, Utuado and Humacao.

Figure 13*Level of Agreement that the PR Police Officers When Making Arrests or Any Other Intervention Always**Do so for Justified Reasons as Established By Law*

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Table 13.1*Level of Agreement that the PR Police Officers When Making Arrests or Any Other Intervention Always Do so for Justified Reasons as Established By Law*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	33.7↑	20.0	31.4	24.8	32.1↑	45.4↑	35.5↑	31.7↑	42.6↑	31.1	32.3	35.8↑	30.6↑
(4) Somewhat agree	29.9↓	25.8	30.5	33.6	30.4	29.1↓	30.1	29.7↓	31.2	30.5	28.9↓	32.0↓	26.9
(3) Nor agree, nor disagree	21.5	31.0	23.0	25.4	19.5	16.9	19.2	24.1	18.8	21.9	22.3	21.6↑	21.4
(2) Somewhat disagree	7.4	13.9	8.8	7.2	8.7	3.6↓	7.3	7.6↓	3.1↓	8.3	8.5	6.0↓	9.5
(1) Totally disagree	3.6	4.5	3.2	3.2	5.1	2.4	3.5	3.6	1.4	4.2	3.8	3.1	4.2
Don't know	3.8	4.8	3.2	5.8	4.2	2.6	4.3	3.3	2.8	4.0	4.1	1.4↓	7.3
TOP 2 BOX (4, 5)	63.6	45.8	61.8	58.4	62.5	74.6	65.6	61.4	73.9↑	61.5	61.3	67.9	57.5
BOT 2 BOX (1, 2)	11.0	18.4	12.0	10.4	13.8	6.0↓	10.9	11.2↓	4.6↓	12.5	12.3	9.1	13.8
AVERAGE	3.9	3.5	3.8	3.7	3.8	4.2↑	3.9	3.8	4.1↑	3.8	3.8	3.9	3.8
Frequency													
(5) Totally agree	438	32	63	50	102	192	246	192	100	154	185	275	163
(4) Somewhat agree	389	41	61	67	97	123	209	180	73	151	166	246	143
(3) Nor agree, nor disagree	280	49	46	51	62	71	133	146	44	108	128	166	114
(2) Somewhat disagree	97	22	18	14	28	15	51	46	7	41	49	46	51
(1) Totally disagree	46	7	6	7	16	10	24	22	3	21	22	24	23
Don't know	50	8	6	12	13	11	30	20	7	20	24	11	39
TOP 2 BOX (4, 5)	827	72	124	117	199	315	455	373	173	304	351	521	307
BOT 2 BOX (1, 2)	143	29	24	21	44	25	75	68	11	62	70	70	73
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q13. According to your perception, how much do you agree that the PR Police Officers when they make arrests,

searches of a citizen or property, or seizures always do so for justified reasons as established by law?

Table 13.2*Level of Agreement that the PR Police Officers When Making Arrests or Any Other Intervention Always Do so for Justified Reasons as Established By Law*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(5) Totally agree	33.7↑	31.3	34.8	35.8	28.5	40.2	30.5	35.7	34.9↑	36.3	38.6	13.7	26.6
(4) Somewhat agree	29.9↓	33.1	33.9	27.9	30.9	29.1	27.3↓	29.4↓	31.7	34.6	27.7	40.0	18.9
(3) Nor agree, nor disagree	21.5	21.1	15.8	23.8	32.5	17.6	25.4	16.0	21.2	15.0	24.1	24.7	33.2
(2) Somewhat disagree	7.4	6.9	8.3	4.9	2.8↓	6.5	6.9	12.5	4.8	9.3	3.8	13.1	5.0
(1) Totally disagree	3.6	6.5	4.0	4.2	1.4	0.8	7.6	2.7	3.3	—	2.3	4.3	4.1
Don't know	3.8	1.1↓	3.1	3.4	3.9	5.7	2.3	3.8	4.0↓	4.7	3.5	4.2	12.1
TOP 2 BOX (4, 5)	63.6	64.4	68.7	63.7	59.4	69.3	57.8	65.1	66.6↑	70.9	66.4	53.7	45.5
BOT 2 BOX (1, 2)	11.0	13.4	12.3	9.1	4.2	7.3	14.5	15.1	8.2	9.3	6.0	17.4	9.2
AVERAGE	3.9	3.8	3.9	3.9	3.9	4.1	3.7	3.9	3.9↑	4.0	4.0	3.5	3.7
Frequency													
(5) Totally agree	438	41	41	47	19	42	40	84	41	19	35	5	14
(4) Somewhat agree	389	43	40	36	20	30	36	69	37	18	25	16	10
(3) Nor agree, nor disagree	280	28	19	31	21	18	33	37	25	8	22	10	17
(2) Somewhat disagree	97	9	10	6	2	7	9	29	6	5	3	5	3
(1) Totally disagree	46	8	5	6	1	1	10	6	4	—	2	2	—
Don't know	50	1	4	4	3	6	3	9	5	3	3	2	6
TOP 2 BOX (4, 5)	827	84	80	83	39	72	75	152	78	37	60	21	24
BOT 2 BOX (1, 2)	143	17	14	12	3	8	19	35	10	5	6	7	5
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27↑	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q13. According to your perception, how much do you agree that the PR Police Officers when they make arrests,

searches of a citizen or property, or seizures always do so for justified reasons as established by law?

Six out of ten respondents agree to some degree that police officer make arrests for justified reasons according to the law. A low incidence of disagreement is observed for this criterion among those with no Reform knowledge.

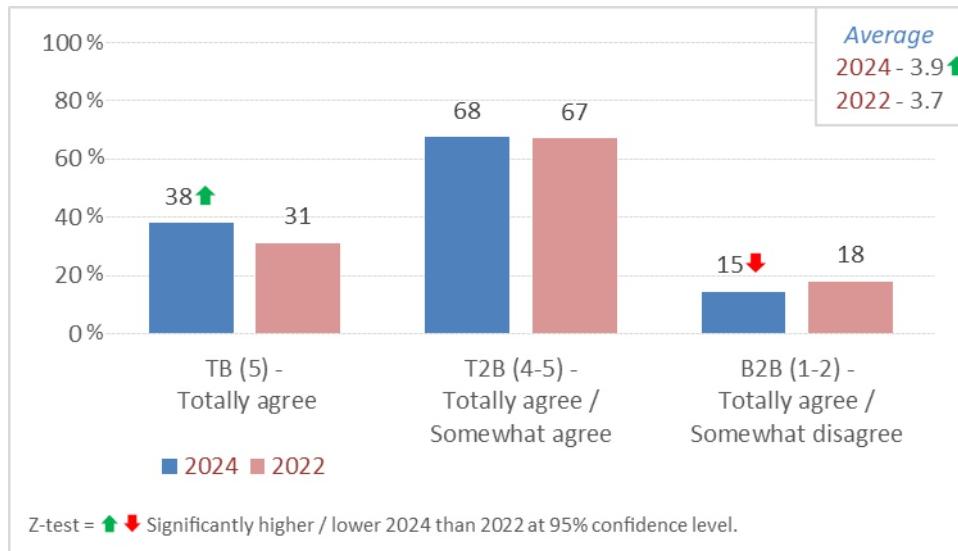
- Agreement is higher among 60+ year olds and the A/B SEL.

EQUAL PROTECTION AND NO DISCRIMINATION

The main objectives of the Equal Protection and Non-Discrimination compliance area is to guarantee that police services are provided in an equitable, respectful and prejudice-free manner, in a way that fosters the relations of the members of the Puerto Rico police with the community and optimizes crime prevention. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 3)

Figure 14

Level of Agreement that the PR Police Officers Provide Them Public Security Services to All Citizens Free of Discrimination



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Table 14.1*Level of Agreement that the PR Police Officers Provide Them Public Security Services to All Citizens Free of Discrimination*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	37.9↑	26.4	35.8	31.6	35.9	47.6↑	40.2↑	35.2↑	44.3↑	34.8	37.9	41.0↑	33.3↑
(4) Somewhat agree	29.7↓	28.0	27.1↓	30.6	29.7	31.1	28.4↓	31.1	29.5↓	32.3	27.5↓	31.9↓	26.6↓
(3) Nor agree, nor disagree	17.9↑	29.6	22.0↑	20.1↑	17.3	11.1	16.2	19.9↑	13.5	17.4	20.2↑	14.6	22.7
(2) Somewhat disagree	9.7	12.4	8.9	14.5	10.9	5.9↓	10.5	8.9↓	10.2	11.1	8.3	8.6	11.3
(1) Totally disagree	4.8	3.6	6.3	3.3	6.2	4.2	4.6	5.0	2.5	4.4	6.1	3.9	6.2
TOP 2 BOX (4, 5)	67.5	54.4	62.8	62.2↓	65.5	78.8↑	68.7	66.3	73.8↑	67.1	65.4↓	72.9	59.8
BOT 2 BOX (1, 2)	14.5↓	16.0	15.2	17.7	17.2	10.1↓	15.1	13.9↓	12.7↓	15.5	14.4	12.5	17.5↓
AVERAGE	3.9↑	3.6	3.8	3.7	3.8	4.1↑	3.9	3.8	4.0↑	3.8	3.8	4.0↑	3.7
Frequency													
(5) Totally agree	492	42	72	63	114	201	279	213	104	172	217	315	177
(4) Somewhat agree	386	44	54	62	94	132	197	189	69	160	157	244	142
(3) Nor agree, nor disagree	233	47	44	40	55	47	112	121	32	86	116	112	121
(2) Somewhat disagree	126	20	18	29	35	25	73	54	24	55	48	66	60
(1) Totally disagree	63	6	13	7	20	18	32	31	6	22	35	30	33
TOP 2 BOX (4, 5)	878	86	126	125	209	333	476	402	173	332	374	559	319
BOT 2 BOX (1, 2)	189	25	31	36	55	43	105	84	30	77	83	96	93
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q14. How much do you agree that the PR Police Officers provide their public security services to all citizens free of discrimination?

Table 14.2*Level of Agreement that the PR Police Officers Provide Them Public Security Services to All Citizens Free of Discrimination*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
		Percentage (%)												
(5) Totally agree	37.9↑	33.5	39.5	36.9	32.2	41.3	36.5↑	41.1↑	36.8↑	44.4	42.4	33.2	26.0	40.2
(4) Somewhat agree	29.7↓	34.7	26.7↓	31.4	28.6	28.4	25.0	28.3↓	31.9	24.4	31.6	29.7	41.6	26.0
(3) Nor agree, nor disagree	17.9↑	19.2	18.9	14.5	20.8	15.5	26.8↑	11.3	20.2	16.7	20.2	17.9	22.3	17.9
(2) Somewhat disagree	9.7	6.4	10.8	9.5	10.0	10.7	9.6↓	14.3	6.7	13.1	1.1↓	10.7	10.1	11.1
(1) Totally disagree	4.8	6.2	4.1	7.7	8.4	4.1	2.1↓	5.0	4.5	1.5	4.7	8.5	—	4.8
TOP 2 BOX (4, 5)	67.5	68.1	66.2	68.3	60.8	69.7	61.5	69.4	68.7	68.8	74.0	63.0	67.6	66.2
BOT 2 BOX (1, 2)	14.5↓	12.6	14.9	17.2	18.4	14.8	11.7↓	19.3	11.1↓	14.5	5.8↓	19.1	10.1	15.9
AVERAGE	3.9↑	3.8	3.9	3.8	3.7	3.9	3.8↑	3.9	3.9↑	4.0	4.1↑	3.7	3.8	3.9
Frequency														
(5) Totally agree	492	44	46	48	21	43	48	96	43	23	39	13	14	16
(4) Somewhat agree	386	45	31	41	19	30	33	66	37	13	29	12	22	10
(3) Nor agree, nor disagree	233	25	22	19	14	16	35	26	24	9	18	7	12	7
(2) Somewhat disagree	126	8	13	12	7	11	12	34	8	7	1	4	5	4
(1) Totally disagree	63	8	5	10	5	4	3	12	5	1	4	3	—	2
TOP 2 BOX (4, 5)	878	89	77	89	40	73	80	162	80	36	67	25	35	26
BOT 2 BOX (1, 2)	189	16	18	22	12	15	15	45	13	8	5	8	5	6
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q14. How much do you agree that the PR Police Officers provide their public security services to all citizens free of discrimination?

Table 14.3*Level of Agreement that the PR Police Officers Provide Them Public Security Services to All Citizens Free of Discrimination*

Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED								
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality	Not Discriminate
Percentage (%)									
(5) Totally agree	27.2 ▲	28.0 ▲	24.7 ▲	25.6	22.4	28.8 ▲	22.7 ▲	20.5	52.6 ▲
(4) Somewhat agree	29.5 ▼	26.1 ▼	25.4 ▼	25.2	26.4	21.8	25.3	30.9	30.0
(3) Nor agree, nor disagree	22.8 ▲	23.7 ▲	24.8 ▲	23.6	24.2	22.7	24.7	24.0	11.2
(2) Somewhat disagree	14.3 ▼	15.7	17.8	15.7	17.1 ▼	15.9 ▼	19.5	17.8	3.4
(1) Totally disagree	6.3	6.5	7.3	9.8	9.9	10.7	7.8	6.8	2.8
TOP 2 BOX (4, 5)	56.7	54.1	50.1	50.8	48.8	50.6	48.0	51.4	82.6
BOT 2 BOX (1, 2)	20.5 ▼	22.2 ▼	25.1 ▼	25.6	27.0 ▼	26.7	27.3	24.6	6.2
AVERAGE	3.6 ▲	3.5	3.4 ▲	3.4	3.3 ▲	3.4	3.4	3.4	4.3 ▲
Frequency									
(5) Totally agree	206	111	78	46	47	37	62	54	286
(4) Somewhat agree	223	104	80	45	56	28	69	82	163
(3) Nor agree, nor disagree	172	94	78	43	51	29	68	63	61
(2) Somewhat disagree	108	63	56	28	36	20	54	47	19
(1) Totally disagree	47	26	23	18	21	14	21	18	15
TOP 2 BOX (4, 5)	429	215	158	91	103	64	132	136	449
BOT 2 BOX (1, 2)	155	88	79	46	57	34	75	65	34
Unweighted Base	774	410	327	191	219	134	278	272	526
Weighted Base	756	398	315	180	211	127	274	264	544

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

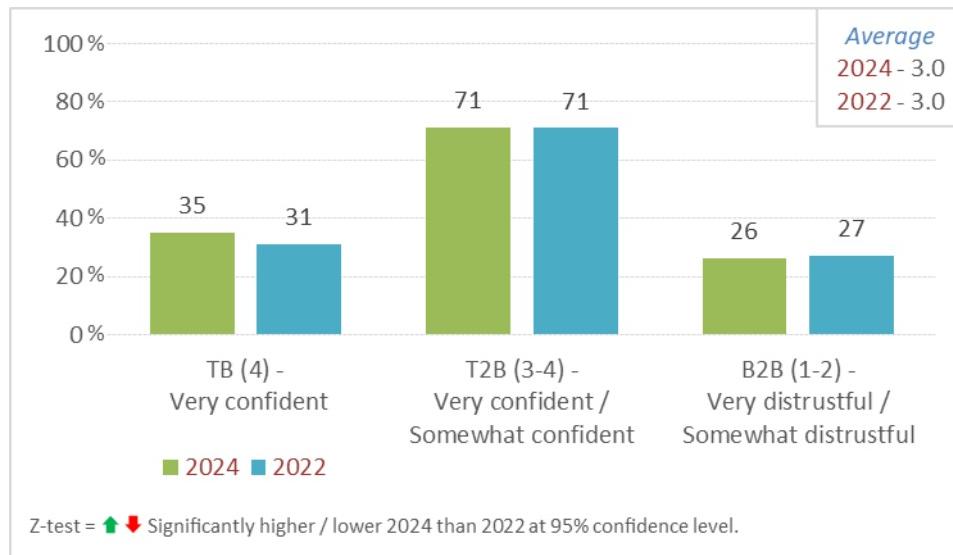
Q14. How much do you agree that the PR Police Officers provide their public security services to all citizens free of discrimination?

Two out of three respondents (no change from 2022) exhibit some level of agreement that PRPD officers do provide public security services to all citizens free of discrimination.

- This agreement is higher among 60+ year olds, the A/B SEL, and Aguadilla residents.

Figure 15

Level of Confidence that Citizens Can Interact with the PR Police Officers and Not Suffer from Any Kind of Discrimination

**Table 15.1**

Level of Confidence that Citizens Can Interact with the PR Police Officers and Not Suffer from Any Kind of Discrimination

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge
		Percentage (%)										No Reform Knowledge
(4) Very confident	35.1	21.2	30.2	26.0 ↓	33.4	48.2 ↑	34.4	35.8 ↑	44.5 ↑	34.4	31.8	37.5
(3) Somewhat confident	36.1	41.4	40.2	39.4	34.2	32.1	35.7	36.6	33.0 ↓	38.0	35.7	37.1
(2) Somewhat distrustful	19.9	29.0	19.2	26.2	21.7	12.6	21.9	17.7	18.4	17.6	22.5	18.8
(1) Very distrustful	6.2	6.9	7.9	5.0	8.1	4.4	5.5	7.1	2.6 ↓	7.1	7.0	5.4
Don't know	2.6	1.5	2.4	3.4	2.6	2.8 ↑	2.4	2.8	1.4	2.8	2.9	1.1
TOP 2 BOX (3, 4)	71.2	62.6	70.4	65.4	67.6	80.2 ↑	70.1	72.4	77.5	72.5	67.6	74.6
BOT 2 BOX (1, 2)	26.2	35.9	27.1	31.2	29.8	17.0 ↓	27.4	24.8	21.1	24.7	29.5	24.3
AVERAGE	3.0	2.8	3.0	2.9	3.0	3.3 ↑	3.0	3.0	3.2 ↑	3.0	3.0	3.1
		Frequency										
(4) Very confident	456	33	61	52	106	203	239	218	104	170	182	288
(3) Somewhat confident	470	65	81	79	109	135	247	222	77	188	205	285
(2) Somewhat distrustful	259	46	39	53	69	53	152	107	43	87	129	145
(1) Very distrustful	81	11	16	10	26	19	38	43	6	35	40	42
Don't know	34	2	5	7	8	12	17	17	3	14	17	9
TOP 2 BOX (3, 4)	926	99	142	131	215	339	486	440	181	358	386	573
BOT 2 BOX (1, 2)	340	57	55	63	95	72	190	150	49	122	169	186
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q15. How confident do you feel that you can interact with the PR Police Officers and not suffer from any kind of discrimination?

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Table 15.2*Level of Confidence that Citizens Can Interact with the PR Police Officers and Not Suffer from Any Kind of Discrimination*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Albonito
Percentage (%)														
(4) Very confident	35.1	32.2	37.0	34.9	35.2	35.2	26.5	35.1	41.4 ▲	37.3	45.3	27.5	33.1	32.4
(3) Somewhat confident	36.1	39.2	36.3	38.1	35.1	33.3	39.9	35.1	35.2	33.4	29.4	43.3	36.3	35.9
(2) Somewhat distrustful	19.9	19.3	19.5	17.6	21.1	18.1	25.7	20.9	17.3	19.4	16.6	14.5	24.9	24.6
(1) Very distrustful	6.2	7.5	5.8	6.1	5.4	7.2	5.6	6.5	4.9	8.4	4.9	7.4	5.7	7.1
Don't know	2.6	1.8	1.4	3.4	3.1	6.2	2.3	2.4	1.2	1.5	3.8	7.4	—	—
TOP 2 BOX (3, 4)	71.2	71.5	73.3	72.9	70.4	68.5	66.4	70.2	76.5 ▲	70.7	74.7	70.7	69.5	68.3
BOT 2 BOX (1, 2)	26.2	26.7	25.3	23.7	26.5	25.3	31.3	27.4	22.2 ▼	27.8	21.5	21.9	30.5	31.7
AVERAGE	3.0	3.0	3.1	3.1	3.0	3.0	2.9	3.0	3.1 ▲	3.0	3.2	3.0	3.0	2.9
Frequency														
(4) Very confident	456	42	43	45	23	37	34	82	48	19	41	11	17	13
(3) Somewhat confident	470	51	43	50	23	35	52	82	41	17	27	17	19	14
(2) Somewhat distrustful	259	25	23	23	14	19	34	49	20	10	15	6	13	10
(1) Very distrustful	81	10	7	8	4	8	7	15	6	4	5	3	3	3
Don't know	34	2	2	4	2	7	3	6	1	1	4	3	—	—
TOP 2 BOX (3, 4)	926	93	86	95	46	71	86	164	90	37	68	28	36	27
BOT 2 BOX (1, 2)	340	35	30	31	17	26	41	64	26	15	20	9	16	12
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ▲	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q15. How confident do you feel that you can interact with the PR Police Officers and not suffer from any kind of discrimination?

Table 15.3*Level of Confidence that Citizens Can Interact with the PR Police Officers and Not Suffer from Any Kind of Discrimination*

Yr 2024	Discriminate	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED								Not Discriminate
		Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality		
Percentage (%)										
(4) Very confident	21.4	20.6	19.0	18.2	17.3	22.0	10.4	17.8	54.2	
(3) Somewhat confident	39.4	37.6	34.3	32.3	36.0	30.7	43.2	36.7	31.5	
(2) Somewhat distrustful	27.8	28.7	31.3	34.6	30.1	29.4	30.8	30.3	8.9	
(1) Very distrustful	9.0	11.1	13.6	13.7	15.7	16.5	12.5	13.3	2.4	
Don't know	2.3	2.0	1.9	1.2	0.9	1.4	3.1	2.0	3.0 ▲	
TOP 2 BOX (3, 4)	60.8	58.2	53.2	50.5	53.3	52.7	53.6	54.5	85.7	
BOT 2 BOX (1, 2)	36.9	39.8	44.9	48.3	45.8	45.9	43.3	43.5	11.3	
AVERAGE	2.8	2.7	2.6	2.6	2.6	2.6	2.5	2.6	3.4	
Frequency										
(4) Very confident	162	82	60	33	37	28	29	47	295	
(3) Somewhat confident	298	150	108	58	76	39	118	97	171	
(2) Somewhat distrustful	211	114	99	62	63	37	85	80	49	
(1) Very distrustful	68	44	43	25	33	21	34	35	13	
Don't know	18	8	6	2	2	2	8	5	16	
TOP 2 BOX (3, 4)	460	232	168	91	112	67	147	144	466	
BOT 2 BOX (1, 2)	279	158	141	87	97	58	119	115	62	
Unweighted Base	774	410	327	191	219	134	278	272	526	
Weighted Base	756	398	315	180	211	127	274	264	544	

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

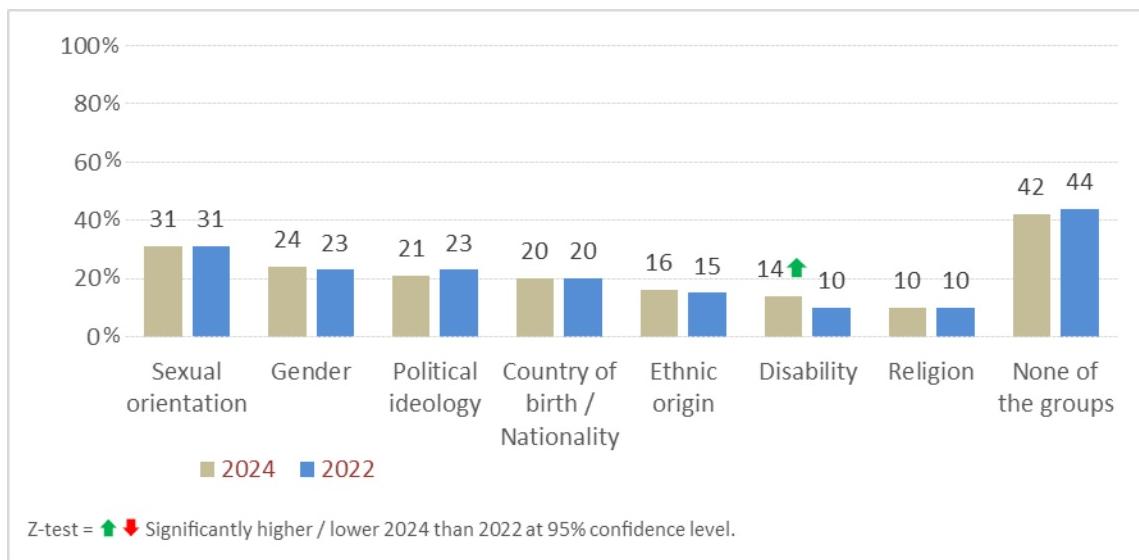
Q15. How confident do you feel that you can interact with the PR Police Officers and not suffer from any kind of discrimination?

Seven out of ten residents (no change from 2022) feel that citizens can interact with police officers and not suffer any kind of discrimination.

- Distrust levels increase the lower the SEL and are a bit higher among 18–24-year-olds, and Caguas, Fajardo and Aibonito residents.

Figure 16

Groups or Sectors of Society that Are Discriminated Against By PR Police Officers



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Table 16.1*Groups or Sectors of Society that Are Discriminated Against By PR Police Officers*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Sexual orientation	31.0	37.0	36.0	34.0	34.0	21.0	31.0	30.0	35.0	31.0	28.0	32.0	29.0
Gender	24.0	37.0	26.0	29.0	24.0	17.0	25.0	23.0	24.0	23.0	25.0	26.0	22.0
Political ideology	21.0	23.0	30.0	27.0	22.0	12.0	20.0	23.0	23.0	24.0	18.0 ▼	22.0	20.0 ▼
Country of birth / Nationality	20.0	25.0	19.0	22.0	25.0	15.0	20.0	20.0	22.0	21.0	19.0	22.0	18.0
Ethnic origin	16.0	21.0	18.0	22.0 ▲	17.0	10.0	15.0	18.0	19.0	18.0 ▲	13.0	18.0	14.0
Disability	14.0 ▲	18.0	26.0 ▲	16.0	12.0	7.0	14.0 ▲	13.0	9.0	13.0 ▲	16.0	15.0 ▲	12.0
Religion	10.0	13.0	18.0	15.0	9.0	2.0	10.0	10.0	10.0	8.0	11.0	10.0	9.0 ▼
None of the groups	42.0	35.0	32.0	34.0	38.0	56.0	44.0	40.0 ▼	42.0	40.0	43.0	39.0	46.0
Frequency													
Sexual orientation	398	58	73	69	108	90	213	185	83	153	163	245	153
Gender	315	58	53	58	75	71	173	141	55	114	145	197	117
Political ideology	274	36	60	54	71	52	137	137	54	117	103	170	104
Country of birth / Nationality	264	39	38	44	78	64	140	124	51	103	110	171	93
Ethnic origin	211	33	36	44	55	42	104	107	45	90	75	134	76
Disability	180	29	52	32	38	29	100	80	22	67	91	114	66
Religion	127	21	37	29	30	10	67	60	23	42	62	79	47
None of the groups	544	55	65	68	121	235	302	241	98	198	247	298	246
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q16. Comparing the specific groups or sectors of society that are discriminated against in the general population, which of those groups or sectors do you think are discriminated against by PR Police Officers, if any?

Table 16.2*Groups or Sectors of Society that Are Discriminated Against By PR Police Officers*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
Sexual orientation	31.0	39.0	30.0	30.0	37.0	34.0	33.0	33.0	30.0	25.0	16.0	24.0	21.0
Gender	24.0	22.0	29.0 ▲	21.0	27.0	28.0	28.0	30.0 ▲	20.0 ▼	22.0	17.0	14.0	19.0
Political ideology	21.0	17.0	19.0	26.0 ▲	19.0	18.0	31.0	21.0	14.0 ▼	27.0	21.0	23.0	13.0
Country of birth / Nationality	20.0	26.0	22.0 ▲	16.0	19.0	27.0 ▲	19.0 ▼	21.0	23.0 ▼	17.0	14.0	29.0	13.0
Ethnic origin	16.0	23.0	17.0	14.0	11.0	15.0	17.0	22.0 ▲	15.0	7.0	12.0	8.0	19.0
Disability	14.0 ▲	15.0	17.0 ▲	12.0	11.0	14.0	16.0	13.0	10.0	8.0	11.0	22.0	15.0
Religion	10.0	8.0	8.0	15.0 ▲	6.0	6.0	13.0	10.0	11.0	8.0	10.0	7.0	6.0
None of the groups	42.0	38.0	42.0 ▼	38.0 ▼	38.0	44.0	37.0	38.0	46.0 ▲	51.0	53.0	40.0	57.0 ▲
Frequency													
Sexual orientation	398	51	35	38	24	35	43	77	35	13	14	10	11
Gender	315	28	34	27	17	29	36	71	23	11	15	5	10
Political ideology	274	22	22	34	12	19	41	49	16	14	19	9	7
Country of birth / Nationality	264	34	26	21	12	28	24	50	27	9	13	11	2
Ethnic origin	211	30	20	18	7	16	23	52	18	4	11	3	7
Disability	180	19	20	15	7	15	21	31	11	4	10	8	6
Religion	127	11	9	19	4	7	16	24	13	4	9	3	4
None of the groups	544	50	49	49	25	45	48	88	54	27	48	16	29
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ▲	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q16. Comparing the specific groups or sectors of society that are discriminated against in the general population, which of those groups or sectors do you think are discriminated against by PR Police Officers, if any?

Three out of ten respondents feel that discrimination by police officers occurs due to sexual orientation, and two out of ten indicate that it occurs due to gender, political ideology, and nationality. Overall, around 58% of respondents feel there is at least one group that is discriminated against.

- Mentions of discrimination occurring are lower among the 60+ age group and residents of Fajardo, Guayama and Aguadilla.

Figure 17

PR Police Officers Provide the LGBTIQ+ Community with Public Security Services in the Same Way that Provide them to Citizens in General

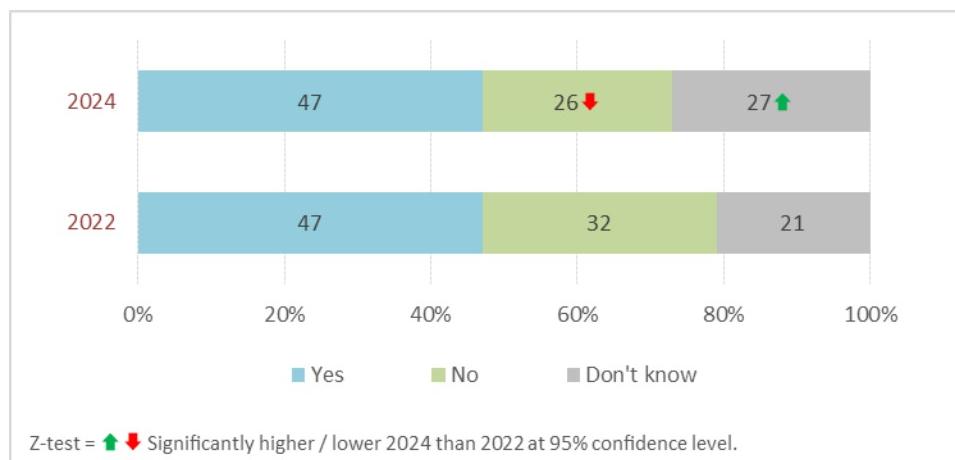


Table 17.1

PR Police Officers Provide the LGBTIQ+ Community with Public Security Services in the Same Way that Provide them to Citizens in General

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Yes	47.0	39.0	43.0	52.0	43.0	53.0	44.0	50.0	51.0	47.0	46.0	49.0	44.0
No	26.0 ↓	27.0 ↓	32.0	22.0 ↓	31.0	19.0	27.0 ↓	24.0 ↓	25.0	25.0 ↓	26.0 ↓	27.0 ↓	24.0 ↓
Don't know	27.0 ↑	34.0 ↑	25.0	26.0	26.0	28.0 ↑	29.0 ↑	26.0 ↑	24.0	28.0 ↑	28.0 ↑	24.0 ↑	32.0 ↑
Frequency													
Yes	612	62	85	105	136	223	307	305	119	232	261	380	232
No	331	42	65	44	98	82	186	145	59	124	148	204	127
Don't know	357	54	51	51	84	117	199	157	56	138	163	184	173
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q17. According to your perception, do you consider that the PR Police Officers provide the LGBTIQ+ community (lesbian, gay, bisexual, transsexual and queer) with public security services in the same way that they provide them to citizens in general?

Table 17.2*PR Police Officers Provide the LGBTIQ+ Community with Public Security Services in the Same Way that Provide them to Citizens in General*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayaguez	Caguas	Bayamon	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Albonito	
Percentage (%)														
Yes	47.0	41.0	47.0 ↓	48.0	33.0	47.0	40.0	53.0 ↑	47.0	46.0	61.0	45.0	45.0	47.0
No	26.0 ↓	37.0	24.0 ↑	30.0	30.0	24.0	30.0 ↓	20.0 ↓	23.0 ↓	31.0	16.0	28.0	10.0 ↓	32.0
Don't know	27.0 ↑	22.0	29.0	22.0	37.0 ↑	29.0	30.0 ↑	27.0	30.0	23.0	23.0	27.0	45.0	21.0
Frequency														
Yes	612	53	55	63	22	49	52	125	55	24	55	18	23	18
No	331	48	29	39	19	25	39	46	26	16	15	11	5	12
Don't know	357	29	34	28	24	30	39	63	35	12	21	10	23	8
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

NotesZ-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q17. According to your perception, do you consider that the PR Police Officers provide the LGBTIQ+ community (lesbian, gay, bisexual, transsexual and queer) with public security services in the same way that they provide them to citizens in general?

Table 17.3*PR Police Officers Provide the LGBTIQ+ Community with Public Security Services in the Same Way that Provide them to Citizens in General*

Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED									Not Discriminate
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality		
Percentage (%)										
Yes	34.0 ↑	22.0 ↑	30.0 ↑	28.0	22.0	39.0 ↑	30.0	24.0	66.0 ↓	
No	39.0 ↓	53.0 ↓	46.0 ↓	43.0	45.0 ↓	35.0 ↓	42.0 ↓	42.0 ↓	7.0	
Don't know	27.0 ↑	25.0	24.0	29.0	33.0 ↑	26.0	28.0 ↑	34.0 ↑	27.0 ↑	
Frequency										
Yes	255	86	94	49	46	50	83	62	357	
No	293	211	145	78	95	44	116	112	39	
Don't know	209	100	76	53	69	33	75	90	148	
Unweighted Base	774	410	327	191	219	134	278	272	526	
Weighted Base	756	398	315	180	211	127	274	264	544	

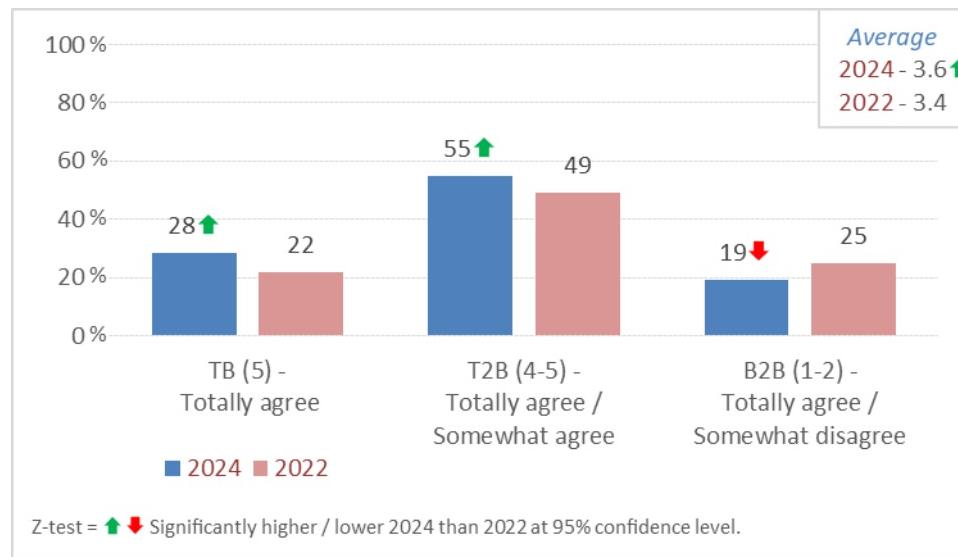
NotesZ-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q17. According to your perception, do you consider that the PR Police Officers provide the LGBTIQ+ community (lesbian, gay, bisexual, transsexual and queer) with public security services in the same way that they provide them to citizens in general?

Nearly half of the interviewed community members indicated that they believe that the police officers provide public security to the LGBTIQ+ community in the same way as the general public.

Around one-fourth of respondents (less than in 2022) indicate that they do not provide the same service to the LGBTIQ+ community.

- There is a higher Yes response among Males, the A/B SEL and residents and residents of Aguadilla and Bayamon. Among the age groups there is a lower agreement from 18–24-year-olds and people who feel there is discrimination.

Figure 18*Level of Agreement that the PR Police Put a Lot of Interest in Dealing With Hate Crimes***Table 18.1***Level of Agreement that the PR Police Put a Lot of Interest in Dealing With Hate Crimes*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	28.3 ↑	15.2	26.2 ↑	20.6	28.0	38.0 ↑	28.4 ↑	28.1 ↑	35.0 ↑	25.2	28.2 ↑	30.7 ↑	24.8 ↑
(4) Somewhat agree	26.7	20.8	21.8	32.0	29.5	26.6	26.9	26.5	27.8	27.6	25.5	32.0	19.1
(3) Nor agree, nor disagree	18.8	29.7	21.2	22.3	15.8 ↓	14.2	18.5	19.2	15.3	19.7	19.5	17.2	21.1
(2) Somewhat disagree	11.4	17.9	15.4	12.0	11.4	6.9	10.8	12.1	10.2 ↓	11.7	11.7	9.7	14.0
(1) Totally disagree	7.7 ↓	10.1	9.7	6.9	7.9	6.1 ↓	8.3	7.0 ↓	7.4 ↓	8.5	7.2	6.9 ↓	8.9
Don't know	7.0	6.3	5.7	6.1	7.3	8.1	7.0	7.0	4.2	7.3	8.0	3.5	12.1
TOP 2 BOX (4, 5)	55.0 ↑	36.1	48.0	52.7	57.5 ↑	64.6 ↑	55.3	54.6 ↑	62.9 ↑	52.8	53.7	62.7 ↑	43.9
BOT 2 BOX (1, 2)	19.2 ↓	28.0	25.1	18.9	19.3	13.0 ↓	19.2	19.1 ↓	17.6 ↓	20.3	18.8	16.6 ↓	22.9
AVERAGE	3.6 ↑	3.1	3.4	3.5	3.6 ↑	3.9 ↑	3.6	3.6 ↑	3.8 ↑	3.5	3.6	3.7 ↑	3.4
		Frequency											
(5) Totally agree	368	24	53	42	89	160	197	171	82	124	161	235	132
(4) Somewhat agree	347	33	44	64	94	113	186	161	65	137	146	245	102
(3) Nor agree, nor disagree	245	47	43	45	50	60	128	117	36	97	112	132	112
(2) Somewhat disagree	149	28	31	24	36	29	75	73	24	58	67	74	75
(1) Totally disagree	101	16	20	14	25	26	58	43	17	42	41	53	48
Don't know	91	10	12	12	23	34	49	43	10	36	46	27	64
TOP 2 BOX (4, 5)	715	57	97	106	183	273	383	332	147	261	307	481	234
BOT 2 BOX (1, 2)	249	44	50	38	62	55	133	116	41	100	108	127	122
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q18. How much do you agree that the PR Police puts a lot of interest in dealing with Hate Crimes?

Table 18.2*Level of Agreement that the PR Police Put a Lot of Interest in Dealing With Hate Crimes*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Albonito	
Percentage (%)														
(5) Totally agree	28.3	23.1	28.3	30.3	31.0	27.6	25.7	28.4	32.5	29.7	37.7	27.1	19.1	20.7
(4) Somewhat agree	26.7	33.8	29.3	26.1	21.8	30.3	26.2	24.7	23.2	36.6	18.2	23.4	29.0	27.9
(3) Nor agree, nor disagree	18.8	16.8	17.8	21.6	22.7	11.7	19.7	16.3	25.2	15.1	19.3	16.7	22.5	26.3
(2) Somewhat disagree	11.4	12.1	8.0	7.6	9.8	12.0	15.3	14.7	8.2	12.9	12.5	10.2	7.1	13.2
(1) Totally disagree	7.7	8.2	10.2	4.6	10.9	7.2	9.3	10.0	4.7	—	6.3	11.6	4.5	9.8
Don't know	7.0	6.1	6.4	9.8	3.9	11.3	3.9	5.9	6.2	5.6	5.9	11.0	17.7	2.1
TOP 2 BOX (4, 5)	55.0	56.8	57.6	56.4	52.8	57.8	51.9	53.1	55.7	66.4	55.9	50.5	48.1	48.5
BOT 2 BOX (1, 2)	19.2	20.3	18.2	12.2	20.7	19.2	24.6	24.7	12.9	12.9	18.8	21.8	11.7	23.1
AVERAGE	3.6	3.6	3.6	3.8	3.5	3.7	3.5	3.5	3.8	3.9	3.7	3.5	3.6	3.4
Frequency														
(5) Totally agree	368	30	33	39	20	29	33	67	38	16	34	11	10	8
(4) Somewhat agree	347	44	34	34	14	32	34	58	27	19	17	9	15	11
(3) Nor agree, nor disagree	245	22	21	28	15	12	26	38	30	8	18	7	12	10
(2) Somewhat disagree	149	16	9	10	6	13	20	34	10	7	11	4	4	5
(1) Totally disagree	101	11	12	6	7	8	12	23	6	—	6	5	2	4
Don't know	91	8	8	13	3	12	5	14	7	3	5	4	9	1
TOP 2 BOX (4, 5)	715	74	67	73	34	60	67	124	65	35	51	20	25	19
BOT 2 BOX (1, 2)	249	26	21	16	13	20	32	58	15	7	17	9	6	9
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q18. How much do you agree that the PR Police puts a lot of interest in dealing with Hate Crimes?

Table 18.3*Level of Agreement that the PR Police Put a Lot of Interest in Dealing With Hate Crimes*

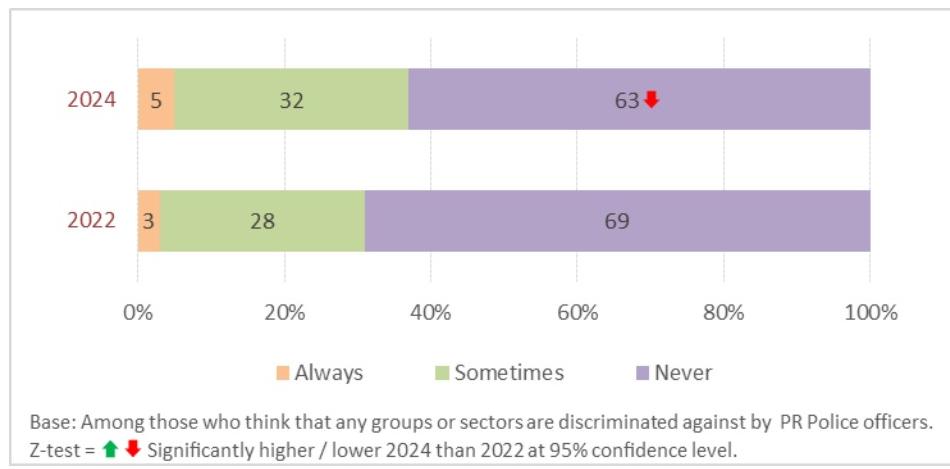
Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED								
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality	Not Discriminate
Percentage (%)									
(5) Totally agree	15.6	12.9	13.7	13.6	12.0	18.0	10.8	11.4	45.9 ▲
(4) Somewhat agree	29.7	24.9	28.6 ▲	24.6	22.4 ▲	23.1	22.9	26.0	22.5
(3) Nor agree, nor disagree	22.9	24.2	22.0	23.8	24.3	29.7	22.1	22.6	13.1
(2) Somewhat disagree	16.5	17.9	20.3	17.2	17.9	10.2 ▼	24.4	21.9	4.4
(1) Totally disagree	11.3	15.7	12.0 ▼	16.6	17.1	15.5	16.2	12.7	2.7 ▼
Don't know	3.9	4.3	3.4	4.2	6.4	3.5	3.5	5.4	11.3
TOP 2 BOX (4, 5)	45.3	37.9	42.3 ▲	38.2	34.4 ▲	41.1	33.7	37.4	68.5 ▲
BOT 2 BOX (1, 2)	27.8 ▼	33.6	32.3 ▼	33.8	35.0	25.7 ▼	40.6	34.5	7.1 ▼
AVERAGE	3.2 ▲	3.0	3.1 ▲	3.0	2.9	3.2	2.9	3.0	4.2 ▲
Frequency									
(5) Totally agree	118	52	43	25	25	23	30	30	250
(4) Somewhat agree	225	99	90	44	47	29	63	69	123
(3) Nor agree, nor disagree	174	96	69	43	51	38	61	60	71
(2) Somewhat disagree	125	71	64	31	38	13	67	58	24
(1) Totally disagree	86	62	38	30	36	20	45	34	15
Don't know	30	17	11	8	13	4	10	14	62
TOP 2 BOX (4, 5)	343	151	133	69	73	52	93	99	372
BOT 2 BOX (1, 2)	211	134	102	61	74	33	111	91	39
Unweighted Base	774	410	327	191	219	134	278	272	526
Weighted Base	756	398	315	180	211	127	274	264	544

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q18. How much do you agree that the PR Police puts a lot of interest in dealing with Hate Crimes?

Over half of the interviewees exhibit some degree of agreement that the PRPD puts a lot of interest in dealing with hate crimes. Only one out of five indicate this is not the case. The agreement level improves +6pp from 2022

- Agreement with this statement increases the older the age group and is higher among the A/B SEL and residents of Guayama.

Figure 19*Frequency of Respondents Having Received Discriminatory Treatment from PR Police Officers***Table 19.1***Frequency of Respondents Having Received Discriminatory Treatment From PR Police Officers*

Yr 2024	TOTAL	AGE					GENDER			SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Always	5.0	3.0	5.0	13.0 ▲	3.0	2.0	4.0	6.0	3.0	4.0 ▲	7.0	6.0	2.0
Sometimes	32.0	40.0	40.0	39.0	26.0	23.0	31.0	33.0	28.0	32.0	33.0 ▲	32.0	32.0
Never	63.0 ▼	57.0	55.0	48.0	71.0	75.0	65.0 ▼	61.0	69.0	64.0	60.0 ▼	62.0	66.0
Frequency													
Always	38	3	6	17	6	5	16	22	4	12	22	31	7
Sometimes	240	41	54	52	50	42	119	120	37	95	108	149	91
Never	478	58	75	64	140	141	255	224	94	189	195	290	189
Unweighted Base	774	108	149	151	211	155	426	348	83	340	351	475	299
Weighted Base	756	103	136	133	197	188	391	366	136	296	325	469	287

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who think that any groups or sectors are discriminated against by PR Police officers.

Q19. How frequently have you received discriminatory treatment from PR Police Officers?

Table 19.2*Frequency of Respondents Having Received Discriminatory Treatment From PR Police Officers*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
Always	5.0	8.0	3.0	3.0	4.0	1.0	4.0	7.0	4.0	6.0	10.0 ▲	7.0	—	8.0
Sometimes	32.0	34.0	27.0	27.0	22.0	32.0	28.0	30.0	37.0	37.0	36.0	46.0	33.0	50.0
Never	63.0 ▼	58.0	70.0	70.0	74.0	67.0	68.0	63.0	59.0	57.0	54.0 ▼	47.0	67.0	42.0
Frequency														
Always	38	6	2	2	2	1	3	9	2	2	4	2	—	2
Sometimes	240	27	18	22	9	19	23	44	23	9	15	11	7	12
Never	478	47	47	56	30	39	56	92	37	14	23	11	15	10
Unweighted Base	774	95	84	81	43	51	76	151	71	27 ▲	33	17 ▲	19 ▲	26 ▲
Weighted Base	756	80	68	81	40	59	82	146	63	25 ▲	43	23 ▲	23 ▲	24 ▲

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Base: Among those who think that any groups or sectors are discriminated against by PR Police officers.

Q19. How frequently have you received discriminatory treatment from PR Police Officers?

Table 19.3*Frequency of Respondents Having Received Discriminatory Treatment From PR Police Officers*

Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED							
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality
Percentage (%)								
Always	5.0	5.0	7.0	7.0	6.0	12.0	5.0	5.0
Sometimes	32.0	32.0	36.0	39.0	37.0	41.0	33.0	29.0
Never	63.0	63.0	57.0	54.0	57.0	47.0	62.0	66.0
Frequency								
Always	38	20	23	14	13	15	15	13
Sometimes	240	129	114	70	77	51	90	78
Never	478	249	178	97	120	60	169	173
Unweighted Base	774	410	327	191	219	134	278	272
Weighted Base	756	398	315	180	211	127	274	264

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who think that any groups or sectors are discriminated against by PR Police officers.

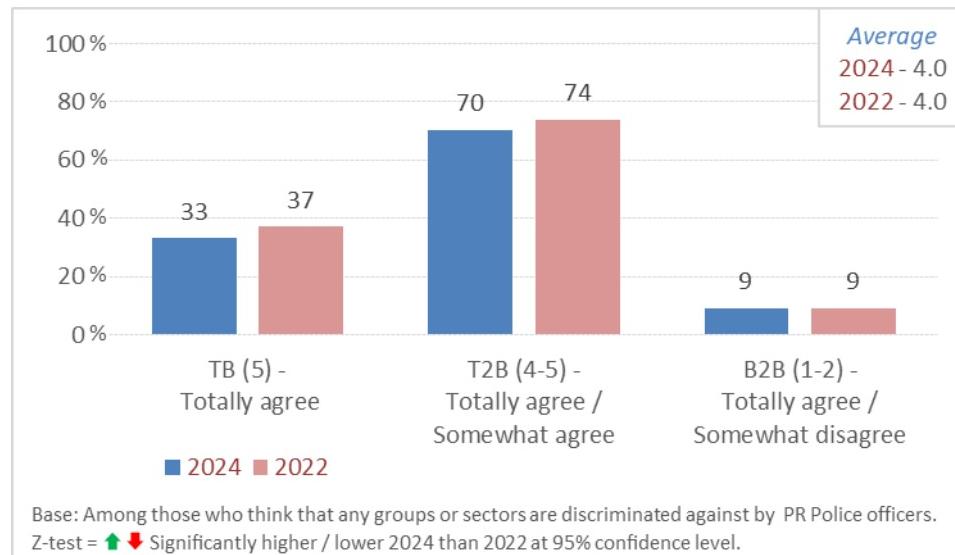
Q19. How frequently have you received discriminatory treatment from PR Police Officers?

Less than two-thirds of respondents (a decrease of -6pp from 2022) have never received discriminatory treatment by PRPD officers. Almost all that have received discriminatory treatment indicate that it is sometimes.

- The never received discriminatory incidence treatment is higher among respondents age 45+, the A/B SEL and residents of Arecibo, Humacao and Ponce.

Figure 20

Level of Agreement that Some PR Police Officers Who Belong to Discriminated Groups or Sectors in PR Are Afraid to Report a Crime for Fear of Reprisals

**Table 20.1**

Level of Agreement that Some PR Police Officers Who Belong to Discriminated Groups or Sectors in PR Are Afraid to Report a Crime for Fear of Reprisals

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge
Percentage (%)												
(5) Totally agree	33.1	21.9 ▼	39.4	34.7	36.2	30.3	37.5	28.4 ▼	26.5 ▼	33.0	36.0	33.5
(4) Somewhat agree	37.3	33.9	28.5	40.6	40.5	39.7	34.6	40.1	46.7	40.4	30.5	38.9
(3) Nor agree, nor disagree	16.1	23.3	17.5	15.2	12.7	15.4	14.6	17.8 ▲	16.4	13.2	18.7 ▲	16.6
(2) Somewhat disagree	4.9	8.9	6.4	1.3	3.4	5.7	5.1	4.7	4.7	4.3	5.5	4.4
(1) Totally disagree	4.0	6.0	3.1	2.5	3.4	5.3	3.2	4.8	1.3	4.6	4.6	3.7
Don't know	4.6	5.9	5.0	5.7	3.9	3.5	5.0	4.2	4.5	4.5	4.7	2.8
TOP 2 BOX (4, 5)	70.4	55.8 ▲	68.0	75.3	76.7	70.1	72.1	68.5	73.2	73.4	66.4	72.4
BOT 2 BOX (1, 2)	8.9	14.9	9.5	3.8	6.8	11.0	8.3	9.5	6.0	8.9	10.1	8.2
AVERAGE	4.0	3.6 ▼	4.0	4.1	4.1	3.9	4.0	3.9	4.0	4.0	3.9	4.0
Frequency												
(5) Totally agree	250	23	54	46	71	57	147	104	36	98	117	157
(4) Somewhat agree	282	35	39	54	80	75	135	147	63	120	99	183
(3) Nor agree, nor disagree	122	24	24	20	25	29	57	65	22	39	61	78
(2) Somewhat disagree	37	9	9	2	7	11	20	17	6	13	18	21
(1) Totally disagree	30	6	4	3	7	10	13	18	2	14	15	18
Don't know	35	6	7	8	8	7	19	15	6	13	15	13
TOP 2 BOX (4, 5)	532	58	93	100	151	132	282	251	99	217	216	340
BOT 2 BOX (1, 2)	67	15	13	5	13	21	33	35	8	26	33	38
Unweighted Base	774	108	149	151	211	155	426	348	83	340	351	475
Weighted Base	756	103	136	133	197	188	391	366	136	296	325	469

Notes

Z-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who think that any groups or sectors are discriminated against by PR Police officers.

Q20. How much do you agree that some PR Police Officers who belong to discriminated groups or sectors in Puerto Rico are afraid to report a crime for fear of reprisals?

Table 20.2*Level of Agreement that Some PR Police Officers Who Belong to Discriminated Groups or Sectors in PR Are Afraid to Report a Crime for Fear of Reprisals*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
(5) Totally agree	33.1	31.5	28.1	29.2	41.5	22.8	37.4	31.8	40.8	38.9	36.7	39.9	34.5	29.0
(4) Somewhat agree	37.3	45.5	37.1	33.4	41.2	56.9	32.2	36.5	24.9	43.4	28.0	46.2	35.4	26.6
(3) Nor agree, nor disagree	16.1	15.4	15.0	18.4	12.3	6.4 ▼	20.3	16.6 ▲	18.6	5.4	23.8	—	25.2	25.3
(2) Somewhat disagree	4.9	4.9	9.0	3.1	4.9	5.6	1.7	5.6	3.5	—	5.4	6.7	4.9	10.7
(1) Totally disagree	4.0	1.0	4.5	9.4 ▼	—	1.8	2.4 ▼	5.0	4.2	3.0	6.1	7.2	—	3.3
Don't know	4.6	1.7	6.3	6.4	—	6.5	6.0	4.6	8.0	9.4	—	—	—	5.0
TOP 2 BOX (4, 5)	70.4	77.1	65.2	62.6	82.8	79.8	69.6	68.3	65.7	82.2	64.7	86.1	69.8	55.6
BOT 2 BOX (1, 2)	8.9	5.9	13.6	12.6	4.9	7.4	4.0 ▼	10.6	7.7	3.0	11.5	13.9	4.9	14.1
AVERAGE	4.0	4.0	3.8	3.8	4.2	4.0	4.1	3.9	4.0	4.3	3.8	4.1	4.0	3.7
Frequency														
(5) Totally agree	250	25	19	24	17	13	31	46	26	10	16	9	8	7
(4) Somewhat agree	282	37	25	27	17	33	26	53	16	11	12	11	8	6
(3) Nor agree, nor disagree	122	12	10	15	5	4	17	24	12	1	10	—	6	6
(2) Somewhat disagree	37	4	6	3	2	3	1	8	2	—	2	2	1	3
(1) Totally disagree	30	1	3	8	—	1	2	7	3	1	3	2	—	1
Don't know	35	1	4	5	—	4	5	7	5	2	—	—	—	1
TOP 2 BOX (4, 5)	532	62	44	51	33	47	57	100	41	21	28	20	16	13
BOT 2 BOX (1, 2)	67	5	9	10	2	4	3	15	5	1	5	3	1	3
Unweighted Base	774	95	84	81	43	51	76	151	71	27 ▲	33	17 ▲	19 ▲	26 ▲
Weighted Base	756	80	68	81	40	59	82	146	63	25 ▲	43	23 ▲	23 ▲	24 ▲

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Base: Among those who think that any groups or sectors are discriminated against by PR Police officers.

Q20. How much do you agree that some PR Police Officers who belong to discriminated groups or sectors in Puerto Rico are afraid to report a crime for fear of reprisals?

Table 20.3

Level of Agreement that Some PR Police Officers Who Belong to Discriminated Groups or Sectors in PR Are Afraid to Report a Crime for Fear of Reprisals

Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED							
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality
	Percentage (%)							
(5) Totally agree	33.1	36.5	36.3	42.7	36.9	39.9	39.1	31.0 ⬇
(4) Somewhat agree	37.3	37.5	35.1	34.8	36.1	25.7	37.1	41.8
(3) Nor agree, nor disagree	16.1	13.5	15.7	11.7	15.2	18.7	11.3	13.3
(2) Somewhat disagree	4.9	4.2	4.2	6.6	5.1	7.5	4.0	6.0
(1) Totally disagree	4.0	3.7	4.7	2.8	3.7	6.9	4.7	3.7
Don't know	4.6	4.7	4.0	1.4	3.1	1.3	3.8	4.2
TOP 2 BOX (4, 5)	70.4	74.0	71.4	77.5	73.0	65.6	76.2	72.7
BOT 2 BOX (1, 2)	8.9	7.8	8.8	9.4	8.8	14.4	8.7	9.7
AVERAGE	4.0	4.0	4.0	4.1	4.0	3.9	4.1	3.9
Frequency								
(5) Totally agree	250	145	114	77	78	51	107	82
(4) Somewhat agree	282	149	111	63	76	33	102	110
(3) Nor agree, nor disagree	122	54	50	21	32	24	31	35
(2) Somewhat disagree	37	17	13	12	11	10	11	16
(1) Totally disagree	30	15	15	5	8	9	13	10
Don't know	35	19	13	3	7	2	10	11
TOP 2 BOX (4, 5)	532	295	225	139	154	83	209	192
BOT 2 BOX (1, 2)	67	31	28	17	19	18	24	26
Unweighted Base	774	410	327	191	219	134	278	272
Weighted Base	756	398	315	180	211	127	274	264

Notes

Z-test = ⬆ ⬇ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Base: Among those who think that any groups or sectors are discriminated against by PR Police officers.

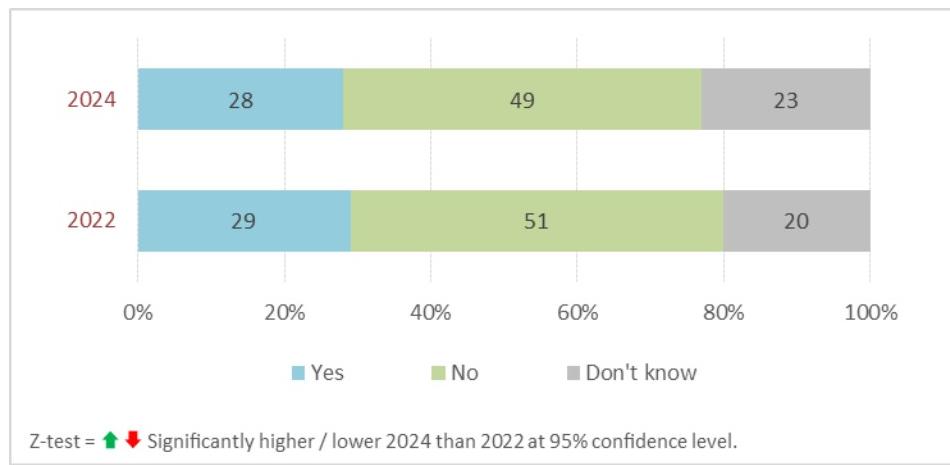
Q20. How much do you agree that some PR Police Officers who belong to discriminated groups or sectors in Puerto Rico are afraid to report a crime for fear of reprisals?

Seven out of ten respondents state some level of agreement regarding that police offices that are part of discriminated groups are afraid to report crime due to fear of reprisals.

- Disagreement levels with this statement are low across all demographic subgroups.

Figure 21

People of Black Origin or Ethnicity Are Treated By PR Police Officers in a Different Way

**Table 21.1**

People of Black Origin or Ethnicity Are Treated By PR Police Officers in a Different Way

Yr 2024	TOTAL	AGE					GENDER		SEL			REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Yes	28.0	28.0	35.0	38.0	27.0	22.0	29.0	28.0	25.0	28.0	30.0	30.0	26.0
No	49.0	49.0	46.0	37.0 ↓	49.0	57.0	48.0	50.0	54.0	48.0 ↓	48.0	51.0	47.0
Don't know	23.0	23.0	19.0	25.0	24.0	21.0	23.0	22.0	21.0	24.0	22.0	19.0	27.0
Frequency													
Yes	367	45	69	75	85	93	198	170	60	138	170	227	140
No	640	76	93	75	157	239	334	306	126	238	276	391	249
Don't know	292	37	39	51	76	90	161	132	49	118	126	149	143
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q21. According to your perception, do you consider that people of black origin or ethnicity are treated by PR Police Officers in a different way than they treat other ethnic groups in the general population?

Table 21.2

People of Black Origin or Ethnicity Are Treated By PR Police Officers in a Different Way

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
Yes	28.0	32.0	26.0	28.0	28.0	22.0	20.0	30.0	29.0	25.0	41.0	39.0	18.0
No	49.0	46.0	55.0	46.0	51.0	56.0	53.0	49.0	46.0	53.0	45.0	38.0	52.0
Don't know	23.0	22.0	19.0	26.0 ↑	21.0	22.0	27.0	21.0	25.0	22.0	14.0	23.0	30.0 ↑
Frequency													
Yes	367	42	30	36	18	23	26	71	34	13	37	15	9
No	640	59	64	60	33	59	69	114	53	27	41	15	27
Don't know	292	29	23	34	14	23	35	49	30	12	13	9	15
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q21. According to your perception, do you consider that people of black origin or ethnicity are treated by PR Police Officers in a different way than they treat other ethnic groups in the general

Table 21.3*People of Black Origin or Ethnicity Are Treated By PR Police Officers in a Different Way*

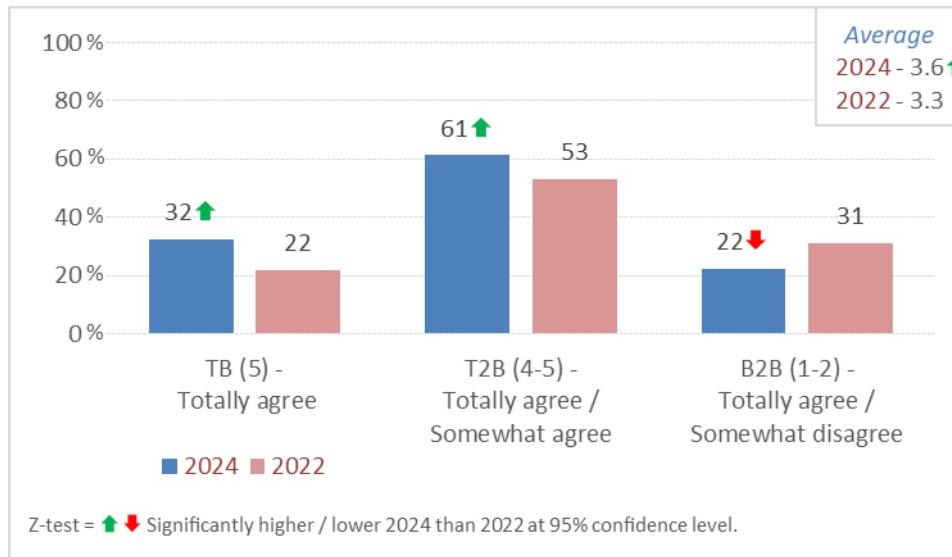
	Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED								
		Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality	Not Discriminate
Percentage (%)										
Yes	36.0	42.0	40.0	46.0	51.0	43.0	37.0	41.0	18.0	
No	39.0	31.0	37.0	29.0	27.0	36.0	34.0	32.0	63.0	
Don't know	25.0 ↑	27.0	23.0 ↑	25.0	22.0	21.0	29.0 ↑	27.0 ↑	19.0	
Frequency										
Yes	268	167	125	82	108	54	103	108	100	
No	297	125	118	53	57	45	94	84	343	
Don't know	192	107	71	45	45	27	78	72	101	
Unweighted Base	774	410	327	191	219	134	278	272	526	
Weighted Base	756	398	315	180	211	127	274	264	544	

NotesZ-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q21. According to your perception, do you consider that people of black origin or ethnicity are treated by PR Police Officers in a different way than they treat other ethnic groups in the general population?

Around half of those interviewed indicate that people of black origin are not treated by police officers in a different manner. Three out of ten respondents do feel that citizens of this ethnicity are treated differently.

- The Yes response to this criterion is higher in the 25-44 age segment, in the D/E SEL and among residents of Aguadilla, Utuado, Aibonito and Bayamon.

Figure 22*Level of Agreement that the PR Police Effectively Handles Cases of Domestic Violence and Sexual Assault*

FPM COMMUNITY SURVEY

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Table 22.1*Level of Agreement that the PR Police Effectively Handles Cases of Domestic Violence and Sexual Assault*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	32.4↑	19.5	26.4↑	24.2	29.0↑	46.7↑	30.5↑	34.6↑	38.0↑	30.3↑	32.1↑	36.5↑	26.6↑
(4) Somewhat agree	28.8	28.7	23.5	30.8	32.0	28.2	29.6	27.9	27.5	29.5	28.8↓	30.4	26.6
(3) Nor agree, nor disagree	16.5	27.7	18.6	21.4	14.2↓	10.9	15.4	17.9	11.8	16.8	18.3	13.5	20.9
(2) Somewhat disagree	13.2↓	16.8	15.9	16.2	16.1	7.1↓	13.2↓	13.3	16.6	15.0	10.3↓	13.4	13.1↓
(1) Totally disagree	8.9↓	7.3↓	15.7	7.4	8.8	7.2↓	11.3	6.3↓	6.0↓	8.5↓	10.5	6.3↓	12.8
TOP 2 BOX (4, 5)	61.3↑	48.2	49.8	55.0	60.9↑	74.9↑	60.2↑	62.6↑	65.5↑	59.8	60.9	66.9↑	53.2↑
BOT 2 BOX (1, 2)	22.2↓	24.1↓	31.6	23.6	24.9	14.3↓	24.4↓	19.6↓	22.7↓	23.5↓	20.8↓	19.6↓	25.8↓
AVERAGE	3.6↑	3.4↑	3.3	3.5	3.6↑	4.0↑	3.6↑	3.7↑	3.8↑	3.6↑	3.6↑	3.8↑	3.4↑
Frequency													
(5) Totally agree	421.8	30.8	53	48.7	92.1	197.2	211.5	210.3	88.8	149.7	183.3	280	141.8
(4) Somewhat agree	375	45.3	47.2	61.9	101.7	118.9	205.4	169.6	64.4	145.5	165	233.2	141.8
(3) Nor agree, nor disagree	215	43.7	37.4	43	45.1	45.8	106.6	108.4	27.7	82.8	104.5	103.5	111.5
(2) Somewhat disagree	172	26.5	31.9	32.5	51.3	29.8	91.4	80.6	38.9	74.1	59	102.5	69.5
(1) Totally disagree	116.2	11.5	31.6	14.8	27.9	30.5	78	38.3	14.1	41.9	60.2	48.1	68.1
TOP 2 BOX (4, 5)	796.8	76.1	100.2	110.5	193.8	316.1	416.9	379.8	153.3	295.2	348.3	513.3	283.5
BOT 2 BOX (1, 2)	288.2	38	63.5	47.3	79.1	60.3	169.3	118.9	53	116	119.2	150.6	137.7
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q22. How much do you agree that the PR Police effectively handles cases of Domestic Violence and Sexual Assault?

Table 22.2*Level of Agreement that the PR Police Effectively Handles Cases of Domestic Violence and Sexual Assault*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
		Percentage (%)												
(5) Totally agree	32.4↑	27.2	29.5↑	29.4	32.2↑	30.6	26.6↑	36.4↑	40.1↑	32.3	44.5↑	23.1	33.1	27.8
(4) Somewhat agree	28.8	35.6	32.1	30.3	29.6	33.7	23.0	24.8↓	27.6	41.4↑	19.1	19.8	38.3	27.1
(3) Nor agree, nor disagree	16.5	14.8	17.8	20.4	17.9	13.1	19.7	12.0	17.6	19.5	17.8	22.5	16.5	13.4
(2) Somewhat disagree	13.2↓	13.3	11.9	10.6	11.8	15.9	22.2	15.9	7.3↓	5.1	6.2	23.8	9.3	15.1
(1) Totally disagree	8.9↓	9.0	8.7↓	9.3	8.5	6.8	8.4	11.0	7.4	1.7	12.4	10.8	2.7↓	16.7↑
TOP 2 BOX (4, 5)	61.3↑	62.8	61.6↑	59.7	61.8	64.3	49.6	61.2	67.7↑	73.7↑	63.6	42.9	71.4	54.8
BOT 2 BOX (1, 2)	22.2↓	22.3	20.6↓	19.9	20.3↓	22.7	30.6	26.9	14.7↓	6.8↓	18.5	34.6	12.0↓	31.8
AVERAGE	3.6↑	3.6	3.6↑	3.6	3.7↑	3.7↑	3.4↑	3.6↑	3.9↑	4.0	3.8	3.2	3.9↑	3.3
Frequency														
(5) Totally agree	422	35	35	38	21	32	35	85	47	17	41	9	17	11
(4) Somewhat agree	375	46	38	39	19	35	30	58	32	22	17	8	20	11
(3) Nor agree, nor disagree	215	19	21	27	12	14	26	28	21	10	16	9	9	5
(2) Somewhat disagree	172	17	14	14	8	17	29	37	9	3	6	9	5	6
(1) Totally disagree	116	12	10	12	6	7	11	26	9	1	11	4	1	7
TOP 2 BOX (4, 5)	797	82	72	78	40	67	65	143	79	38	58	17	37	21
BOT 2 BOX (1, 2)	288	29	24	26	13	24	40	63	17	4	17	14	6	12
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q22. How much do you agree that the PR Police effectively handles cases of Domestic Violence and Sexual Assault?

Table 22.3*Level of Agreement that the PR Police Effectively Handles Cases of Domestic Violence and Sexual Assault*

Yr 2024	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED								
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality	Not Discriminate
Percentage (%)									
(5) Totally agree	19.7 ▲	19.2 ▲	20.9 ▲	17.1	11.0	15.9	12.7	15.7 ▲	50.2 ▲
(4) Somewhat agree	30.2	27.3	24.7	29.8	33.2 ▲	31.3	27.0	33.2	27.0 ▼
(3) Nor agree, nor disagree	18.6	21.6	19.0	19.6	22.9	21.4	19.3	19.1	13.7
(2) Somewhat disagree	18.8 ▼	16.4 ▼	20.1	15.3	22.8	15.9 ▼	24.2	17.8 ▼	5.5
(1) Totally disagree	12.8 ▼	15.5	15.3 ▼	18.1	10.1 ▼	15.6	16.9	14.1	3.6 ▼
TOP 2 BOX (4, 5)	49.8 ▲	46.4 ▲	45.6 ▲	46.9	44.2 ▲	47.2 ▲	39.6	49.0 ▲	77.2 ▲
BOT 2 BOX (1, 2)	31.6 ▼	31.9 ▼	35.4 ▼	33.5	32.9 ▼	31.5 ▼	41.1 ▼	32.0 ▼	9.1 ▼
AVERAGE	3.3 ▲	3.2 ▲	3.2 ▲	3.1	3.1 ▲	3.2 ▲	2.9 ▲	3.2 ▲	4.2 ▲
Frequency									
(5) Totally agree	149	76	66	31	23	20	35	42	273
(4) Somewhat agree	228	109	78	54	70	40	74	88	147
(3) Nor agree, nor disagree	141	86	60	35	48	27	53	50	74
(2) Somewhat disagree	142	65	63	28	48	20	66	47	30
(1) Totally disagree	97	62	48	33	21	20	46	37	20
TOP 2 BOX (4, 5)	377	185	144	84	93	60	109	129	420
BOT 2 BOX (1, 2)	239	127	112	60	69	40	113	84	50
Unweighted Base	774	410	327	191	219	134	278	272	526
Weighted Base	756	398	315	180	211	127	274	264	544

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

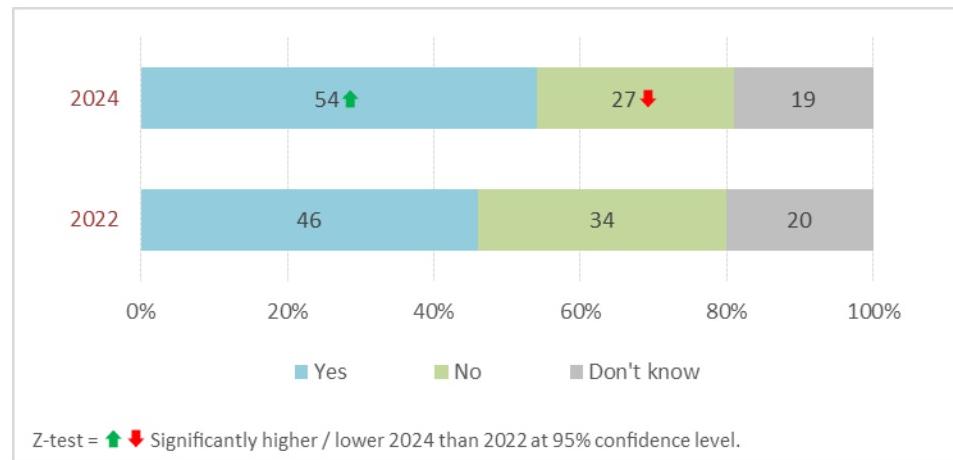
Q22. How much do you agree that the PR Police effectively handles cases of Domestic Violence and Sexual Assault?

Six out of ten respondents (a +8pp increase from 2022) also agree to some degree that the PRPD effectively handles cases of domestic violence and sexual assault.

- Disagreement with the effective handling of domestic violence and sexual assault is higher among the younger age groups and residents of Caguas, Bayamon, Utuado and Aibonito.

Figure 23

PR Police Officers Provide the Victims of Domestic Violence and Sexual Assault with an Adequate Treatment

**Table 23.1**

PR Police Officers Provide the Victims of Domestic Violence and Sexual Assault with an Adequate Treatment

Yr 2024	TOTAL		AGE					GENDER		SEL		REFORM		
			18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
	Percentage (%)													
Yes	54.0 (up)	40.0	49.0 (up)	49.0	50.0	67.0 (up)	53.0 (up)	55.0 (up)	59.0 (up)	50.0	55.0	59.0 (up)	47.0 (up)	
No	27.0 (down)	30.0 (down)	34.0	34.0	29.0	17.0 (down)	28.0 (down)	25.0 (down)	22.0 (down)	29.0 (down)	27.0	26.0 (down)	28.0 (down)	
Don't know	19.0	30.0	17.0	17.0	21.0	16.0	19.0	20.0	19.0	21.0	18.0	15.0	25.0	
Frequency														
Yes	702	63	99	99	159	283	368	335	139	246	317	451	251	
No	349	48	69	69	91	73	197	152	51	144	153	201	149	
Don't know	249	47	34	33	68	66	129	120	44	104	101	116	133	
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548	
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533	

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q23. According to your perception, do you consider that the PR Police Officers provide the victims of Domestic Violence and Sexual Assault with an adequate treatment?

Table 23.2

PR Police Officers Provide the Victims of Domestic Violence and Sexual Assault with an Adequate Treatment

Yr 2024	POLICE AREA														
	TOTAL		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
	Percentage (%)														
Yes	54.0 (up)	54.0	55.0	46.0	49.0	53.0	42.0	54.0	64.0 (up)	62.0	66.0 (up)	47.0	62.0	59.0 (up)	
No	27.0 (down)	29.0	28.0	30.0	30.0	21.0 (down)	39.0	30.0	21.0 (down)	8.0 (down)	19.0	34.0	14.0 (down)	28.0	
Don't know	19.0	17.0	17.0	24.0	21.0	26.0	19.0	16.0	15.0	30.0	15.0	19.0	24.0	13.0	
Frequency															
Yes	702	70	64	60	32	55	55	127	74	32	60	18	32	23	
No	349	38	32	39	20	21	51	69	25	4	17	13	7	11	
Don't know	249	22	20	31	13	27	24	38	18	16	14	7	13	5	
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 (up)	42	41	
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39	

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q23. According to your perception, do you consider that the PR Police Officers provide the victims of Domestic Violence and Sexual Assault with an adequate treatment?

Table 23.3*PR Police Officers Provide the Victims of Domestic Violence and Sexual Assault with an Adequate Treatment*

	Yr 2024								
	GROUPS OR SECTORS OF SOCIETY DISCRIMINATED								
	Discriminate	Sexual Orientation	Gender	Disability	Ethnic Origin	Religion	Political Ideology	Nationality	Not Discriminate
Percentage (%)									
Yes	41.0	38.0	37.0	36.0	33.0	40.0	31.0	32.0	72.0
No	39.0	42.0	47.0	42.0	44.0	41.0	50.0	44.0	9.0
Don't know	20.0	20.0	16.0	22.0	23.0	19.0	19.0	24.0	19.0
Frequency									
Yes	310	149	115	65	69	51	86	85	393
No	298	168	149	75	93	52	136	115	51
Don't know	148	81	51	40	49	25	52	64	100
Unweighted Base	774	410	327	191	219	134	278	272	526
Weighted Base	756	398	315	180	211	127	274	264	544

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q23. According to your perception, do you consider that the PR Police Officers provide the victims of Domestic Violence and Sexual Assault with an adequate treatment?

Over half of the community members indicate that they believe the PRPD officers provide domestic violence and sexual assault victims with adequate treatment, an increase of +8pp from 2022. Still, one out of four indicate that this is not the case.

- The Yes response is highest in the 60+ year old age group, the A/B SEL and residents of Carolina, Guayama, Aguadilla and Fajardo, while the No response is higher among the younger age ranges, and residents of Caguas and Utuado.

For most of the indicators in this section, those with knowledge about the reform tend to give a higher positive response than those that indicated having no knowledge. The exceptions where the level of responses was similar in agreement are the proportion that have received discrimination from police officers, and the proportion that feel LGBTIQ+ and black people are treated differently by the police.

RECRUITMENT, SELECTION AND DESIGNATIONS

The main objectives of the Recruitment, Selection and Appointments compliance area is to establish the actions aimed at developing a Recruitment Program leading to the selection of suitable personnel duly qualified to serve as members of the Puerto Rico Police. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 4)

Figure 24

PR Police Has the Conditions and Benefits to Attract Qualified People to Be a Member of the Police

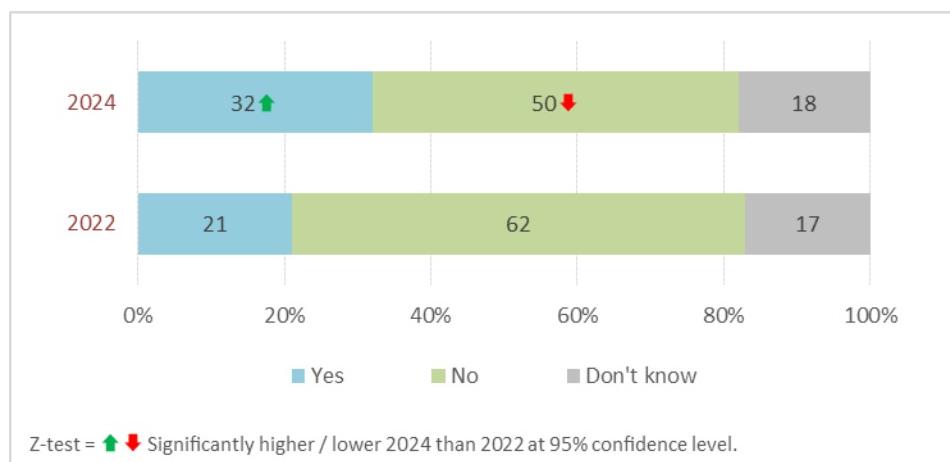


Table 24.1

PR Police Has the Conditions and Benefits to Attract Qualified People to Be a Member of the Police

Yr 2024	TOTAL		AGE			GENDER		SEL		REFORM				
			18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
	Percentage (%)													
Yes	32.0 ↑	36.0	35.0 ↑	31.0 ↑	25.0	35.0 ↑	31.0 ↑	33.0 ↑	28.0 ↑	30.0 ↑	36.0 ↑	35.0 ↑	28.0 ↑	
No	50.0 ↓	37.0 ↓	45.0 ↓	49.0 ↓	61.0	49.0 ↓	49.0 ↓	51.0 ↓	61.0	53.0 ↓	43.0 ↓	51.0 ↓	49.0 ↓	
Don't know	18.0	27.0	20.0	20.0	14.0	16.0	20.0	16.0	11.0 ↓	17.0	21.0 ↑	14.0	23.0	
Frequency														
Yes	417	56	70	62	79	149	219	198	65	149	203	269	148	
No	649	59	91	98	194	208	337	312	142	259	248	389	260	
Don't know	234	43	39	41	45	66	137	97	27	86	121	109	125	
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548	
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533	

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q24. According to your perception, do you consider that the PR Police has the conditions and benefits to attract qualified people to be a Police Officer?

Table 24.2*PR Police Has the Conditions and Benefits to Attract Qualified People to Be a Member of the Police*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
Yes	32.0	25.0	36.0	27.0	25.0	39.0	22.0	31.0	41.0	26.0	47.0	49.0	27.0	29.0
No	50.0	58.0	49.0	49.0	57.0	48.0	62.0	56.0	34.0	51.0	42.0	39.0	32.0	47.0
Don't know	18.0	17.0	15.0	24.0	18.0	13.0	16.0	13.0	25.0	23.0	11.0	12.0	41.0	24.0
Frequency														
Yes	417	32	42	35	16	41	29	73	48	13	43	19	14	11
No	649	76	57	63	37	50	80	131	40	26	38	15	17	18
Don't know	234	22	18	31	11	13	21	31	29	12	10	5	21	10
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

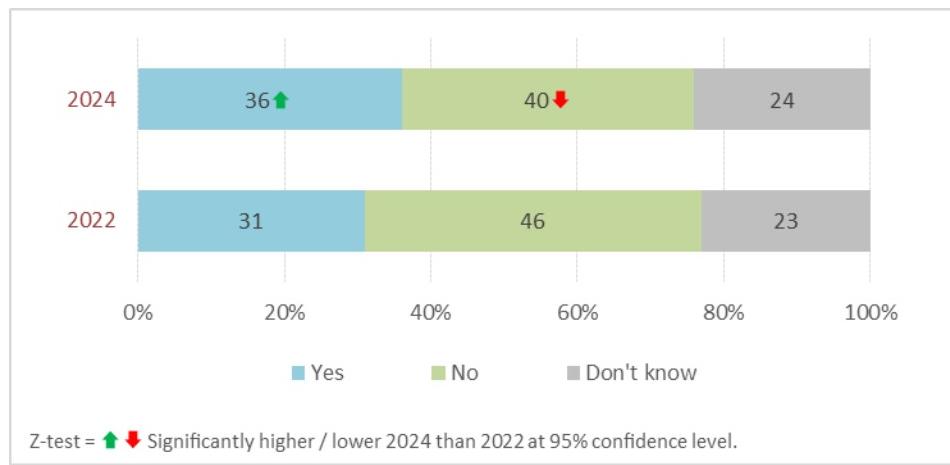
Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q24. According to your perception, do you consider that the PR Police has the conditions and benefits to attract qualified people to be a Police Officer?

Half of the respondents indicate that the PRPD does not have the conditions and benefits to attract qualified people to become members of the force, a lower incidence (-12pp) than in 2022.

- The No response is higher in the 45-59 age group, the A/B SEL and among Caguas, San Juan, Bayamon and Humacao residents in.

Figure 25*PR Police Recruits Candidates With the Ideal Characteristics to Be Part of the Police Force***Table 25.1***PR Police Recruits Candidates With the Ideal Characteristics to Be Part of the Police Force*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	36.0 ↑	35.0	36.0 ↑	35.0	28.0	42.0 ↑	36.0	35.0 ↑	36.0 ↑	34.0	37.0	37.0	33.0 ↑
No	40.0 ↓	34.0	39.0 ↓	42.0	50.0	35.0 ↓	39.0	42.0 ↓	44.0 ↓	42.0	37.0	40.0 ↓	41.0
Don't know	24.0	31.0	25.0	23.0	22.0	23.0	25.0	23.0	20.0	24.0	26.0	23.0	26.0
Frequency													
Yes	463	55	73	69	88	177	249	214	84	167	212	288	175
No	523	54	78	85	159	148	272	251	102	210	211	304	219
Don't know	314	49	50	47	71	98	172	142	48	117	149	175	138
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q25. Do you think that the PR Police recruits' candidates with the ideal characteristics to be part of the police force?

Table 25.2*PR Police Recruits Candidates With the Ideal Characteristics to Be Part of the Police Force*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
		Percentage (%)												
Yes	36.0 ↑	31.0	38.0 ↑	31.0	36.0	38.0	27.0	36.0	45.0 ↑	33.0	45.0	38.0	31.0	35.0
No	40.0 ↓	48.0	43.0	41.0	49.0	42.0	45.0	43.0	30.0 ↓	28.0 ↓	32.0	36.0	27.0	37.0
Don't know	24.0	21.0	19.0	28.0	15.0	20.0	28.0	21.0	25.0	39.0 ↑	23.0	26.0	42.0 ↑	28.0
Frequency														
Yes	463	40	45	41	24	40	35	84	52	17	40	15	16	14
No	523	62	50	53	32	44	59	101	35	15	29	14	14	15
Don't know	314	27	22	37	9	21	36	48	30	20	21	10	22	11
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q25. Do you think that the PR Police recruits' candidates with the ideal characteristics to be part of the police force?

Four out of ten community members interviewed indicate that candidates with the ideal characteristics to join the PRPD are not recruited, which is a lower incidence (-8pp) than in 2022.

- This negative response is higher in the 45-59 age group and among residents of Humacao, San Juan and Caguas.
- A more positive response about recruitment is observed in the Carolina and Aguadilla regions.

Figure 26

PR Police Has an Effective and Attractive Promotional Campaign to Draw the Attention of Various Sectors of the Community to Recruit New Police Officers

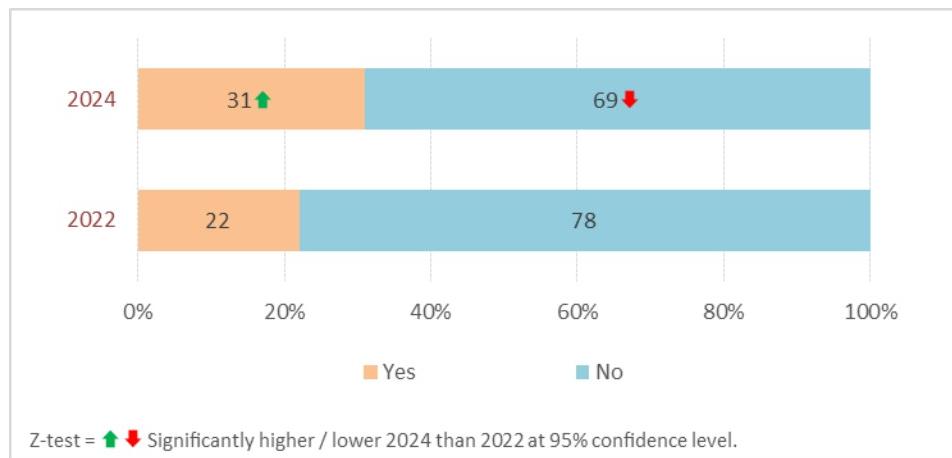


Table 26.1

PR Police Has an Effective and Attractive Promotional Campaign to Draw the Attention of Various Sectors of the Community to Recruit New Police Officers

Yr 2024	TOTAL	AGE						GENDER			SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge	
Percentage (%)														
Yes	31.0 ↑	37.0	35.0 ↑	34.0 ↑	22.0 ↑	32.0 ↑	32.0 ↑	30.0 ↑	26.0 ↑	28.0 ↑	36.0 ↑	34.0 ↑	27.0 ↑	
No	69.0 ↓	63.0	65.0 ↓	66.0 ↓	78.0 ↓	68.0 ↓	68.0 ↓	70.0 ↓	74.0 ↓	72.0 ↓	64.0 ↓	66.0 ↓	73.0 ↓	
Frequency														
Yes	403	59	70	69	70	136	220	182	61	137	205	260	142	
No	897	99	131	132	248	286	473	425	173	357	367	507	390	
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548	
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533	

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q26. Do you consider that the PR Police has an effective and attractive promotional campaign to draw the attention of various sectors of the community to recruit new Police Officers?

Table 26.2*PR Police Has an Effective and Attractive Promotional Campaign to Draw the Attention of Various Sectors of the Community to Recruit New Police Officers*

Yr 2024	TOTAL		POLICE AREA										
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Albonito
Percentage (%)													
Yes	31.0	19.0	34.0	28.0	23.0	33.0	28.0	31.0	31.0	37.0	45.0	49.0	31.0
No	69.0	81.0	66.0	72.0	77.0	67.0	72.0	69.0	69.0	63.0	55.0	51.0	69.0
Frequency													
Yes	403	25	39	36	15	34	36	72	36	19	41	19	16
No	897	105	78	94	50	70	94	162	81	33	50	20	36
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

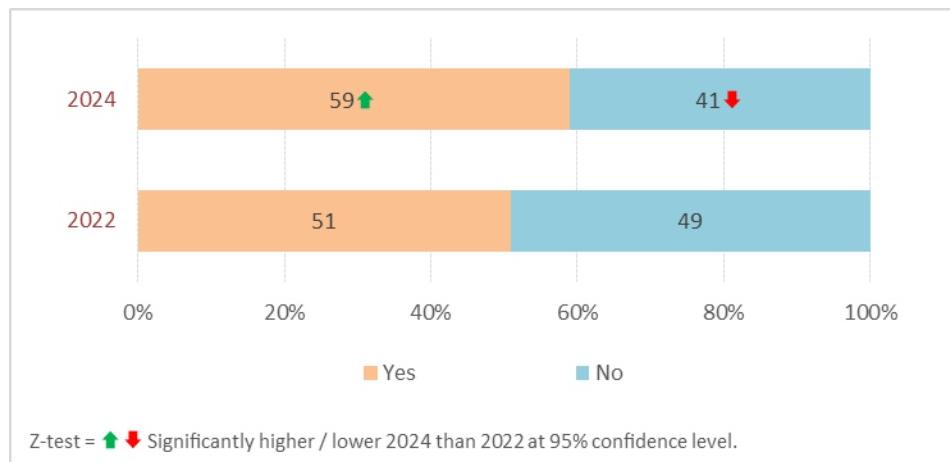
Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q26. Do you consider that the PR Police has an effective and attractive promotional campaign to draw the attention of various sectors of the community to recruit new Police Officers?

Only three out of ten respondents feel that the PRPD has an effective promotional campaign to draw recruitment attention, although this represents an improvement (+9pp) from 2022.

- The 18-34-year-old age segment, the D/E SEL segment and residents of Aguadilla and Utuado are a bit more positive about the promotional campaign being effective.
- The 45-59 age group and residents of San Juan are more negative about the effectiveness of the promotional campaign.

Figure 27*PR Police Has Representation from Different Ethnic Groups or Sectors of Society in PR***Table 27.1***PR Police Has Representation from Different Ethnic Groups or Sectors of Society in PR*

Yr 2024	TOTAL	AGE					GENDER		SEL			REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	59.0 ↑	64.0	62.0	59.0 ↑	53.0	60.0 ↑	59.0	59.0 ↑	64.0 ↑	59.0 ↑	57.0	61.0 ↑	56.0 ↑
No	41.0 ↓	36.0	38.0	41.0 ↓	47.0	40.0 ↓	41.0	41.0 ↓	36.0 ↓	41.0 ↓	43.0	39.0 ↓	44.0 ↓
Frequency													
Yes	766	101	124	118	169	253	407	358	150	292	324	467	298
No	534	57	77	83	149	169	285	249	84	202	248	300	234
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q27. Do you think that the PR Police has representation from different ethnic groups or sectors of society in Puerto Rico?

Table 27.2*PR Police Has Representation from Different Ethnic Groups or Sectors of Society in PR*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
Yes	59.0 ↑	56.0	54.0 ↑	55.0	59.0	62.0	58.0 ↑	62.0	66.0 ↑	64.0	68.0	52.0	48.0 ↓
No	41.0 ↓	44.0	46.0 ↓	45.0	41.0	38.0	42.0 ↓	38.0	34.0 ↓	36.0	32.0	48.0	52.0 ↑
Frequency													
Yes	766	72	63	72	39	65	75	146	77	33	62	20	25
No	534	58	54	58	26	39	55	88	40	19	29	19	27
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q27. Do you think that the PR Police has representation from different ethnic groups or sectors of society in Puerto Rico?

Overall, over half of the respondents think the PRPD has representation from the different sectors or ethnic groups in Puerto Rico. This is an increase of +7pp from 2022, where the respondents were equally divided on the topic.

- Of the different regions, Aibonito and Fajardo residents stand out for their higher No response in terms of the representation diversity criteria.

POLICIES AND PROCEDURES

The main objectives of the Policies and Procedures compliance area is to develop and/or review existing policies and procedures to ensure that they reflect the public policy and priorities of the Agency, are based on generally accepted police practices and are in accordance with the rights and privileges guaranteed in the Constitution, Laws State and Federal. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 4)

Figure 28

PR Police Has Policies, Protocols and Procedure Manuals Accessible to Citizens through the Internet or Any Other Means

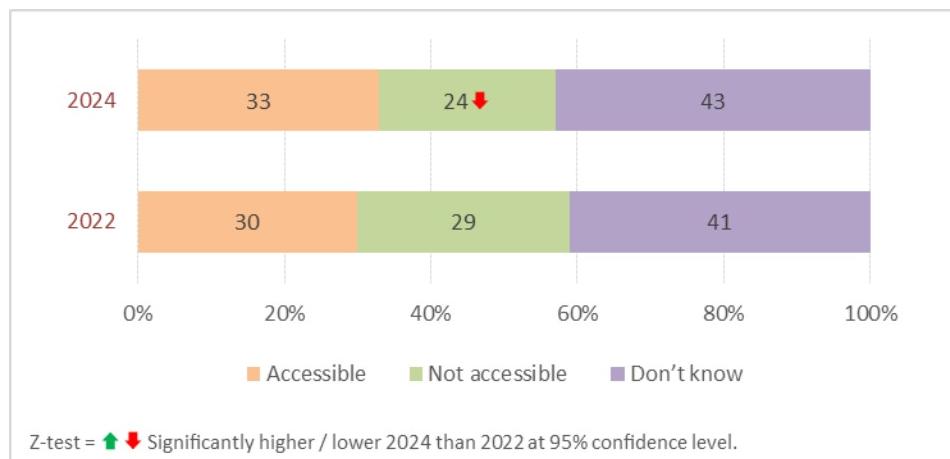


Table 28.1

PR Police Has Policies, Protocols and Procedure Manuals Accessible to Citizens through the Internet or Any Other Means

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge
Percentage (%)												
Accessible	33.0	37.0	41.0	37.0	26.0	29.0	30.0	35.0 ↑	32.0 ↑	31.0	34.0	38.0 ↑
Not accessible	24.0 ↓	24.0	21.0	26.0	26.0	24.0 ↓	23.0	26.0 ↓	26.0 ↓	23.0	25.0	26.0 ↓
Don't know	43.0	39.0	38.0	37.0	48.0	47.0 ↑	47.0	39.0	42.0	46.0	41.0	36.0
Frequency												
Accessible	424	59	83	75	83	124	210	215	75	154	196	292
Not accessible	315	38	42	51	81	102	158	157	60	115	140	201
Don't know	561	61	76	74	154	196	326	235	99	225	236	274
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q28. To the best of your knowledge, are the policies, protocols and procedure manuals of the PR Police accessible to citizens through the internet or any other means?

Table 28.2*PR Police Has Policies, Protocols and Procedure Manuals Accessible to Citizens through the Internet or Any Other Means*

Yr 2024	TOTAL		POLICE AREA										
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
	Percentage (%)												
Accessible	33.0	26.0	29.0	32.0	35.0	32.0	30.0	34.0	32.0	34.0	39.0	39.0	36.0
Not accessible	24.0 [▼]	36.0	24.0 [▼]	20.0	30.0	18.0 [▼]	28.0 [▼]	23.0	22.0	18.0 [▼]	23.0	27.0	25.0
Don't know	43.0	38.0	47.0 [▲]	48.0	35.0	50.0	42.0	43.0	46.0	48.0	38.0	34.0	39.0
	Frequency												
Accessible	424	34	34	42	23	33	39	79	37	17	36	15	19
Not accessible	315	47	28	26	20	19	36	54	26	9	21	11	13
Don't know	561	49	55	62	22	52	55	101	54	25	34	13	20
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 [▲]	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

NotesZ-test = [▲][▼]Significantly higher / lower 2024 than 2022 at 95% confidence level.[▲]Base too small for analysis (Less than 30 cases). Information to be used only directionally.

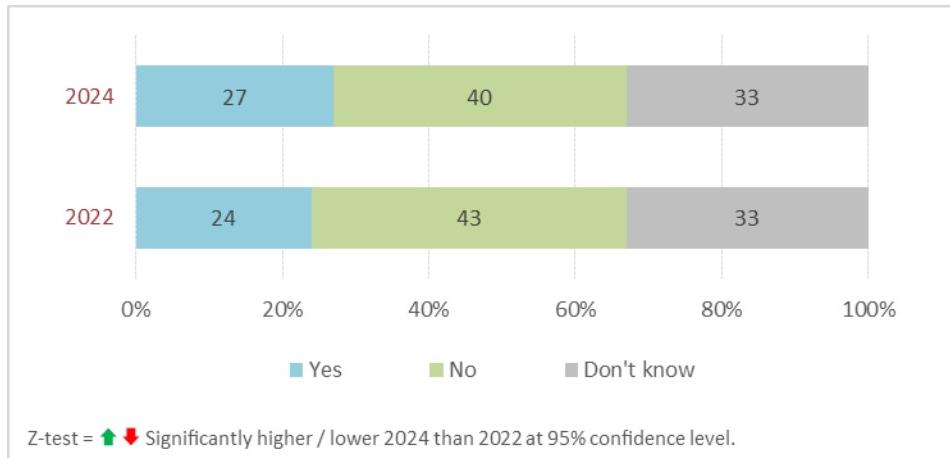
Q28. To the best of your knowledge, are the policies, protocols and procedure manuals of the PR Police accessible to citizens through the internet or any other means?

Four out of ten community members do not know if the PRPD has manuals accessible to citizens about policies, protocols, and procedures. Those that gave a firm response lean more towards there being accessibility of these manuals.

- The 60+ year old age segment, the A/B SEL and residents San Juan and Humacao indicate a higher no response of these manuals being accessible to citizens. Aguadilla, Aibonito and Utuado residents have the highest Yes response.
- Respondents with knowledge of the Reform also have a higher Yes response.

Figure 29

PR Police Informs the General Public about the Policies or Regulations that Govern Interventions with Foreign or Non-citizen Persons

**Table 29.1**

PR Police Informs the General Public about the Policies or Regulations that Govern Interventions with Foreign or Non-citizen Persons

Yr 2024	TOTAL		AGE					GENDER			SEL		REFORM	
			18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
	Percentage (%)													
Yes	27.0	24.0	32.0	33.0	22.0	26.0	27.0	28.0 ↑	26.0 ↑	26.0	28.0	31.0 ↑	21.0	
No	40.0	34.0	38.0	39.0	46.0	40.0	39.0	41.0	42.0 ↓	42.0	38.0	41.0	39.0	
Don't know	33.0	42.0	30.0	28.0	32.0	34.0	34.0	31.0	32.0	32.0	34.0	28.0	40.0	
Frequency														
Yes	351	38	64	67	70	111	184	167	61	127	163	239	113	
No	522	54	77	78	145	169	271	251	99	207	217	315	207	
Don't know	426	66	60	56	103	142	237	189	74	160	193	214	212	
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548	
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533	

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q29. To the best of your knowledge, does the PR Police inform the general public about the policies or regulations that govern interventions with foreign or non-citizen persons?

Table 29.2

PR Police Informs the General Public about the Policies or Regulations that Govern Interventions with Foreign or Non-citizen Persons

Yr 2024	POLICE AREA														
	TOTAL		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
	Percentage (%)														
Yes	27.0	24.0	25.0 ↑	25.0 ↓	29.0	26.0	23.0	27.0	27.0	32.0	37.0 ↑	35.0	20.0	33.0	
No	40.0	47.0	38.0	42.0	38.0	31.0	49.0	45.0	33.0 ↓	28.0	39.0	39.0	35.0	35.0	
Don't know	33.0	29.0	37.0	33.0	33.0	43.0	28.0	28.0	40.0	40.0	24.0 ↓	26.0	45.0	32.0	
Frequency															
Yes	351	31	29	33	19	27	30	63	32	17	34	14	10	13	
No	522	62	44	54	24	32	64	106	39	15	35	15	18	14	
Don't know	426	38	43	43	22	44	36	65	46	21	22	10	23	13	
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ↑	42	41	
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39	

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q29. To the best of your knowledge, does the PR Police inform the general public about the policies or regulations that govern interventions with foreign or non-citizen persons?

Most respondents indicate that the PRPD does not inform or they do not know if they inform about the policies regarding interventions with foreigners or non-citizens. Only one out of four respondents indicate these policies are informed.

- The 25 to 44 age range and residents of Aguadilla, Utuado, Alibonito and Guayama have a higher Yes response to these policies being informed.

Both indicators have a higher positive response among those community members with knowledge about the reform.

TRAININGS

The main objectives of the Training compliance area are that each employee receives adequate training for continuous improvement in the performance of their functions, through theoretical and practical training and retraining, through which they can learn their responsibilities, the scope of their authority, the policies promulgated by the Puerto Rico Police, in addition to the way to comply with these and its obligations effectively. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 4)

Figure 30

PR Police Effectively Trains All Its Personnel in Terms of Responsibilities, Limits of Authority and Policies or Standards of the Police

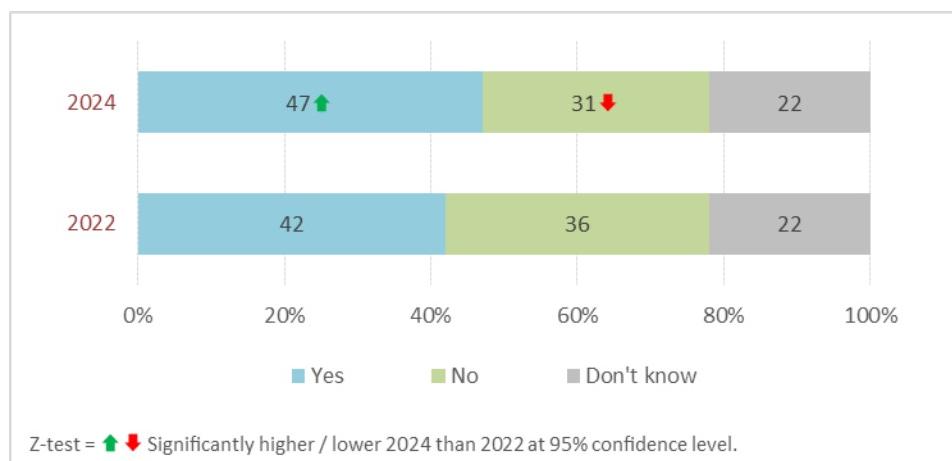


Table 30.1

PR Police Effectively Trains All Its Personnel in Terms of Responsibilities, Limits of Authority and Policies or Standards of the Police

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
							Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	
		Percentage (%)											
Yes	47.0 ↑	42.0	44.0	43.0	42.0	54.0	49.0 ↑	43.0	51.0 ↑	42.0	48.0	49.0	42.0
No	31.0 ↓	31.0	42.0	31.0 ↓	33.0 ↓	26.0	30.0	33.0	32.0 ↓	34.0	29.0	31.0	32.0
Don't know	22.0	27.0	14.0 ↓	26.0	25.0	20.0	21.0	24.0	17.0 ↓	24.0	23.0	20.0	26.0
Frequency													
Yes	604	66	87	87	135	229	343	260	120	208	275	380	224
No	408	49	85	62	104	107	205	203	75	169	164	236	171
Don't know	289	43	29	52	79	86	145	144	39	117	133	151	138
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q30. According to your perception, do you consider that the PR Police effectively trains all its personnel, police officers and civilian employees in terms of their responsibilities, limits of authority and policies or standards of the Police?

Table 30.2*PR Police Effectively Trains All Its Personnel in Terms of Responsibilities, Limits of Authority and Policies or Standards of the Police*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
Percentage (%)														
Yes	47.0	42.0	52.0	46.0	43.0	51.0	34.0	48.0	52.0	50.0	57.0	32.0	33.0	56.0
No	31.0	42.0	30.0	33.0	38.0	22.0	37.0	30.0	26.0	30.0	21.0	46.0	28.0	34.0
Don't know	22.0	16.0	18.0	21.0	19.0	27.0	29.0	22.0	22.0	20.0	22.0	22.0	39.0	10.0
Frequency														
Yes	604	55	60	60	28	54	45	113	60	26	52	12	17	22
No	408	54	36	43	25	23	48	69	31	15	19	18	14	13
Don't know	289	21	21	27	12	28	38	52	26	10	20	9	20	4
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

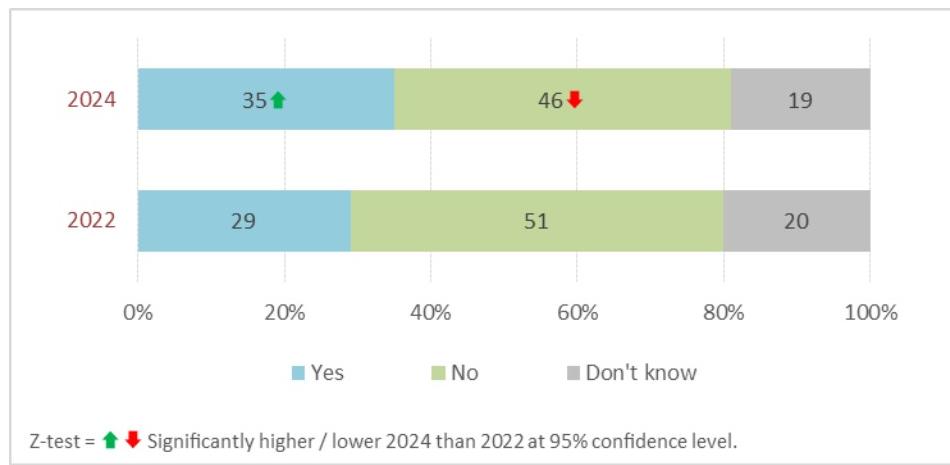
Q30. According to your perception, do you consider that the PR Police effectively trains all its personnel, police officers and civilian employees in terms of their responsibilities, limits of authority and policies or standards of the Police?

Almost half of the respondents (+5pp from 2022) indicate that the PRPD effectively trains its personnel in terms of responsibilities, authority limits and policies. However, three out of ten indicate that this is not the case.

- The effectively trains response is higher among those with knowledge about the reform, the 60+ year old age segment Females and among residents of Aguadilla and Aibonito, while the No response is higher among the 25-34 age group and residents of Utuado and San Juan.

Figure 31

PR Police Officers are Trained to Offer Services to People with Some Kind of Disability

**Table 31.1**

PR Police Officers are Trained to Offer Services to People with Some Kind of Disability

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	35.0 ▲	31.0	34.0	34.0	24.0	47.0 ▲	34.0	37.0 ▲	34.0 ▲	33.0	38.0	37.0 ▲	33.0 ▲
No	46.0 ▼	42.0	49.0	49.0	57.0	34.0 ▼	46.0	44.0 ▼	47.0 ▼	49.0	42.0	46.0 ▼	45.0
Don't know	19.0	27.0	17.0	17.0	19.0	19.0	20.0	19.0	19.0	18.0	20.0	17.0	22.0
Frequency													
Yes	457	48	68	68	76	197	234	223	79	164	214	283	175
No	592	67	98	100	182	145	322	269	110	241	241	351	240
Don't know	251	42	35	33	60	80	136	115	46	89	116	133	118
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q31. Do you think that the members of the PR Police are trained to offer services to people with some kind of disability (deaf, blind, mobility, etc.)?

Table 31.2

PR Police Officers are Trained to Offer Services to People with Some Kind of Disability

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
Yes	35.0 ▲	28.0	33.0 ▲	29.0	34.0	33.0	28.0	35.0	46.0 ▲	29.0	47.0 ▲	43.0	56.0 ▲
No	46.0 ▼	51.0	48.0 ▼	47.0	53.0	43.0	54.0	49.0	35.0 ▼	42.0	37.0	45.0	23.0 ▼
Don't know	19.0	21.0	19.0	24.0	13.0	24.0	18.0	16.0	19.0	29.0	16.0	12.0	21.0
Frequency													
Yes	457	36	39	38	22	35	36	81	53	15	42	17	29
No	592	67	56	61	35	45	71	116	41	22	34	18	12
Don't know	251	28	22	32	8	25	23	37	23	15	5	11	8
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ▲	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q31. Do you think that the members of the PR Police are trained to offer services to people with some kind of disability (deaf, blind, mobility, etc.)?

Around one-third of the respondents indicate that the police officers are trained to offer services to people with some type of disability. Nearly half indicate that this training is not the case.

- The No response is higher in 45-59 age group and among San Juan, Caguas and Humacao residents.
- A higher Yes response is observed in the 60+ year old segment and among Carolina, Aguadilla and Fajardo residents.

SUPERVISION AND ADMINISTRATION

The main objectives of the Supervision and Administration compliance area is to establish guides and training that will serve as work tools for each supervisor to optimize their functions and responsibilities. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 4)

Figure 32

PR Police Provides Police Officers with the Necessary Equipment so They Can Carry Out Work Effectively

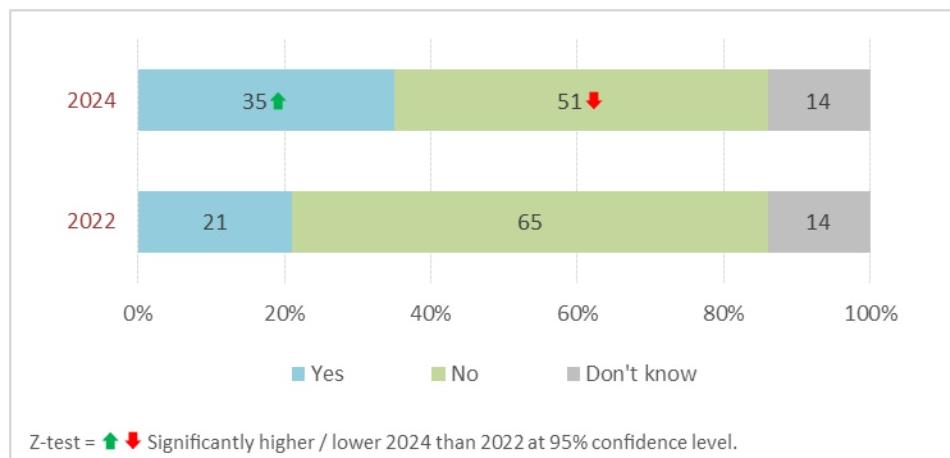


Table 32.1

PR Police Provides Police Officers with the Necessary Equipment so They Can Carry Out Work Effectively

Yr 2024	TOTAL		AGE			GENDER		SEL		REFORM				
			18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
	Percentage (%)													
Yes	35.0 ↑	48.0	35.0 ↑	38.0 ↑	24.0 ↑	35.0 ↑	32.0 ↑	37.0 ↑	39.0 ↑	32.0 ↑	35.0 ↑	37.0 ↑	30.0 ↑	
No	51.0 ↓	29.0 ↓	49.0 ↓	47.0 ↓	64.0 ↓	54.0 ↓	54.0 ↓	49.0 ↓	50.0 ↓	55.0 ↓	49.0 ↓	50.0 ↓	54.0 ↓	
Don't know	14.0	23.0	16.0	15.0 ↑	12.0	11.0	14.0	14.0	11.0	13.0	16.0	13.0	16.0	
Frequency														
Yes	450	76	71	76	78	149	225	225	90	160	199	288	162	
No	668	46	99	94	202	227	372	296	118	271	279	380	288	
Don't know	182	36	31	31	38	46	96	86	26	63	94	99	83	
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548	
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533	

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q32. Do you consider that the PR Police provides members of the police with the necessary equipment so that they can carry out their work effectively?

Table 32.2*PR Police Provides Police Officers with the Necessary Equipment so They Can Carry Out Work Effectively*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
Yes	35.0	36.0	36.0	35.0	31.0	40.0	27.0	32.0	33.0	37.0	43.0	24.0	42.0	41.0
No	51.0	51.0	48.0	48.0	58.0	52.0	60.0	58.0	50.0	47.0	45.0	60.0	33.0	31.0
Don't know	14.0	13.0	16.0	17.0	11.0	8.0	13.0	10.0	17.0	16.0	12.0	16.0	25.0	28.0
Frequency														
Yes	450	47	42	45	20	41	35	74	39	19	39	9	22	16
No	668	66	57	63	38	54	78	136	58	25	40	24	17	12
Don't know	182	17	19	22	7	9	17	24	20	8	11	6	13	11
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q32. Do you consider that the PR Police provides members of the police with the necessary equipment so that they can carry out their work effectively?

One half of the interviewed community members feel that the PRPD does not provide officers with the necessary equipment to carry out their work effectively. This incidence is -14pp lower than in 2022.

- The highest Yes response with this criterion is among 18-24-year-olds and among residents of Aguadilla, Mayagüez, Fajardo and Aibonito.

ADMINISTRATIVE COMPLAINTS, INVESTIGATIONS AND DISCIPLINE

The main objectives of the Administrative Complaints, Investigations and Discipline compliance area is to ensure that all allegations of improper conduct by Members of the Puerto Rico Police are received and investigated in a diligent, exhaustive, equitable and impartial manner and that those who engage in such conduct are held accountable in accordance with a system of disciplinary measures that are objective, consistent and proportional to the offense incurred. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 3)

Figure 33

PR Police Investigates Complaints Submitted By Citizens Against Any Police Officers for Inappropriate Conduct in an Objective, Complete and Transparent Manner

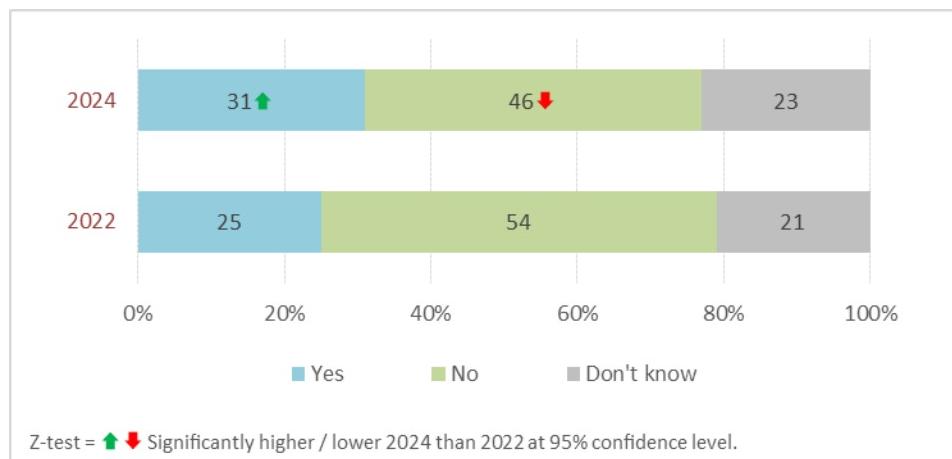


Table 33.1

PR Police Investigates Complaints Submitted By Citizens Against Any Police Officers for Inappropriate Conduct in an Objective, Complete and Transparent Manner

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	31.0 ▲	28.0	33.0	29.0	26.0	35.0	29.0	33.0 ▲	37.0 ▲	29.0 ▲	29.0	35.0 ▲	24.0
No	46.0 ▼	45.0	49.0	48.0 ▼	52.0	41.0 ▼	46.0	46.0 ▼	47.0 ▼	48.0 ▼	45.0	45.0 ▼	49.0
Don't know	23.0	27.0	18.0	23.0	22.0	24.0	25.0	21.0	16.0	23.0	26.0	20.0	27.0
Frequency													
Yes	400	44	66	59	83	149	201	198	86	144	169	271	129
No	604	72	100	97	165	171	321	283	111	238	256	341	263
Don't know	296	43	36	45	71	102	170	126	37	112	147	155	141
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q33. Do you think that the PR Police investigates complaints submitted by citizens against any Police Officer for inappropriate conduct in an objective, complete and transparent manner?

Table 33.2

*PR Police Investigates Complaints Submitted By Citizens Against Any Police Officers
for Inappropriate Conduct in an Objective, Complete and Transparent Manner*

	Yr 2024	TOTAL	POLICE AREA												
			San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Alibonito
Percentage (%)															
Yes		31.0	27.0	31.0	31.0	35.0	31.0	21.0	32.0	37.0	30.0	38.0	35.0	29.0	28.0
No		46.0	51.0	47.0	43.0	54.0	46.0	55.0	50.0	39.0	43.0	36.0	49.0	29.0	51.0
Don't know		23.0	22.0	22.0	26.0	11.0	23.0	24.0	18.0	24.0	27.0	26.0	16.0	42.0	21.0
Frequency															
Yes		400	35	36	40	23	32	28	74	43	16	34	14	15	11
No		604	67	56	56	35	48	71	117	46	22	33	19	15	20
Don't know		296	28	26	34	7	24	32	43	28	14	24	6	22	8
Unweighted Base		1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base		1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q33. Do you think that the PR Police investigates complaints submitted by citizens against any Police Officer for inappropriate conduct in an objective, complete and transparent manner?

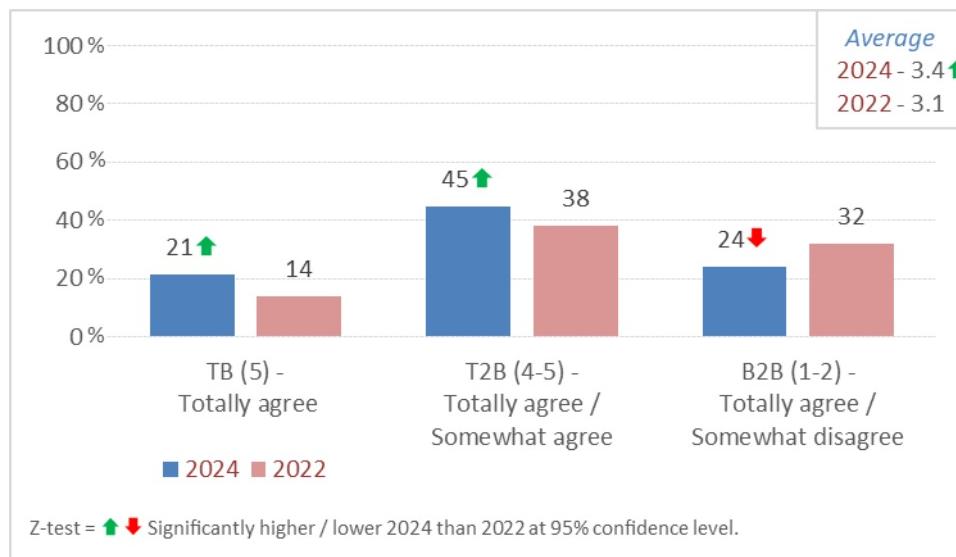
Less than half of the respondents indicate that they do not believe that the PRPD investigates complaints submitted against officers for inappropriate conduct in an objective, transparent and thorough manner.

- This response of No is higher among the 45-59 age segment and among residents of Humacao and Caguas residents.
- By comparison, the highest Yes response is among 60+ year olds, the A/B SEL and Aguadilla and Carolina residents.

Figure 34

Level of Agreement that the PR Police Always Applies the Corresponding Disciplinary Measures Officers

Who Have Been Charged and Positively Identified as Having Committed a Misdemeanor

**Table 34.1**

Level of Agreement that the PR Police Always Applies the Corresponding Disciplinary Measures Officers Who Have Been Charged and Positively Identified as Having Committed a Misdemeanor

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	21.4 ↑	13.7	19.7 ↑	20.0 ↑	18.6	27.8 ↑	21.3 ↑	21.4 ↑	23.2 ↑	19.2	22.5 ↑	24.0 ↑	17.5 ↑
(4) Somewhat agree	23.5	17.7	23.7	19.8	24.6	26.5	23.1	23.9	27.4 ↑	21.1	24.0	26.9	18.7
(3) Nor agree, nor disagree	23.1	31.4 ↑	21.9	25.6	23.4	19.1	21.6	24.7	21.3	22.8	24.1	23.0 ↑	23.2
(2) Somewhat disagree	14.0 ↓	20.2	16.1	15.8	14.9	9.3 ↓	14.6 ↓	13.4 ↓	15.6	15.3 ↓	12.4	12.1 ↓	16.8
(1) Totally disagree	9.9 ↓	7.7	12.3	9.2	11.5	8.7 ↓	11.7	7.8 ↓	6.2 ↓	11.9	9.7	8.8 ↓	11.5
Don't know	8.1	9.3	6.2	9.7	7.0	8.7	7.6	8.7	6.4	9.7	7.5	5.2	12.3
TOP 2 BOX (4, 5)	44.9 ↑	31.4	43.4	39.8	43.2 ↑	54.3 ↑	44.5	45.3 ↑	50.5 ↑	40.3	46.5	50.9 ↑	36.2
BOT 2 BOX (1, 2)	23.9 ↓	27.9	28.4	25.0 ↓	26.4	18.0 ↓	26.3	21.3 ↓	21.8 ↓	27.2	22.0	20.9 ↓	28.3
AVERAGE	3.4 ↑	3.1	3.2	3.3 ↑	3.3	3.6 ↑	3.3	3.4 ↑	3.5 ↑	3.2	3.4 ↑	3.5 ↑	3.2 ↑
Frequency													
(5) Totally agree	278	22	40	40	59	117	148	130	54	95	129	184	93
(4) Somewhat agree	306	28	48	40	78	112	160	145	64	104	137	206	99
(3) Nor agree, nor disagree	300	50	44	51	75	81	150	150	50	113	138	177	124
(2) Somewhat disagree	183	32	33	32	47	39	101	82	36	75	71	93	90
(1) Totally disagree	129	12	25	19	37	37	81	48	15	59	55	67	61
Don't know	106	15	13	19	22	37	53	53	15	48	43	40	66
TOP 2 BOX (4, 5)	583	50	87	80	137	229	308	275	118	199	266	391	193
BOT 2 BOX (1, 2)	311	44	57	50	84	76	182	129	51	134	126	160	151
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q34. To the best of your knowledge, how much do you agree that the PR Police always applies the corresponding disciplinary measures to Police Officers who have been charged and positively identified as having committed a misdemeanor?

Table 34.2

*Level of Agreement that the PR Police Always Applies the Corresponding Disciplinary Measures
Officers Who Have Been Charged and Positively Identified as Having Committed a Misdemeanor*

Yr 2024	TOTAL		POLICE AREA											
			San Juan	Arecibo	Ponce	Humacao	Mayaguez	Caguas	Bayamon	Carolina	Guayama	Aguadilla	Utuado	Fajardo
Percentage (%)														
(5) Totally agree	21.4	16.1	19.4	21.5	25.5	23.1	15.6	25.6	21.5	22.2	24.2	10.2	21.4	29.7
(4) Somewhat agree	23.5	25.5	31.6	23.4	23.8	22.1	22.0	23.9	18.3	22.8	27.3	26.3	13.8	15.9
(3) Nor agree, nor disagree	23.1	26.2	26.0	28.3	25.6	22.8	26.8	16.9	26.7	22.7	10.7	7.0	34.2	28.5
(2) Somewhat disagree	14.0	14.6	12.6	8.5	10.8	10.3	14.5	17.4	12.6	8.4	15.7	34.2	15.0	14.9
(1) Totally disagree	9.9	9.1	8.5	9.6	9.3	10.7	15.9	9.0	9.9	15.0	10.1	4.3	4.5	8.0
Don't know	8.1	8.5	2.0	8.7	5.0	11.1	5.2	7.2	11.0	9.0	12.0	18.1	11.0	3.0
TOP 2 BOX (4, 5)	44.9	41.7	51.0	44.9	49.3	45.2	37.6	49.5	39.8	45.0	51.5	36.4	35.2	45.6
BOT 2 BOX (1, 2)	23.9	23.6	21.0	18.1	20.1	21.0	30.4	26.4	22.5	23.3	25.8	38.5	19.6	22.9
AVERAGE	3.4	3.3	3.4	3.4	3.5	3.4	3.1	3.4	3.3	3.3	3.5	3.1	3.4	3.5
Frequency														
(5) Totally agree	278	21	23	28	17	24	20	60	25	12	22	4	11	12
(4) Somewhat agree	306	33	37	31	15	23	29	56	22	12	25	10	7	6
(3) Nor agree, nor disagree	300	34	30	37	17	24	35	40	31	12	10	3	18	11
(2) Somewhat disagree	183	19	15	11	7	11	19	41	15	4	14	13	8	6
(1) Totally disagree	129	12	10	12	6	11	21	21	12	8	9	2	2	3
Don't know	106	11	2	11	3	12	7	17	13	5	11	7	6	1
TOP 2 BOX (4, 5)	583	54	60	58	32	47	49	116	47	23	47	14	18	18
BOT 2 BOX (1, 2)	311	31	25	24	13	22	40	62	26	12	24	15	10	9
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

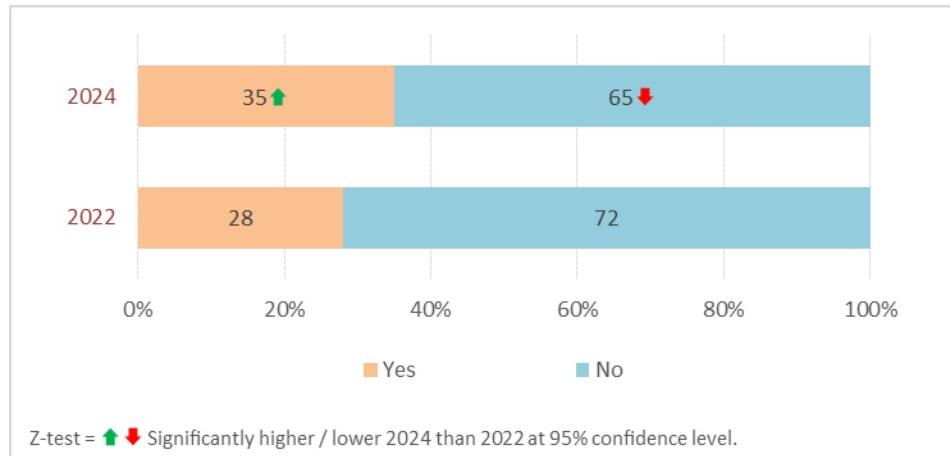
Q34. To the best of your knowledge, how much do you agree that the PR Police always applies the corresponding disciplinary measures to Police Officers who have been charged and positively identified as having committed a misdemeanor?

Agreement on whether the PRPD applies the corresponding disciplinary measures against officers charged with misdemeanors changes this year, with nearly half of the community members agreeing that these measures are applied, while one out four disagree.

- Disagreement is highest among the 18-24 age group and Utuado residents.
- Among the age groups, the most positive agreement is observed in the 60+ year old age segment and Aguadilla, Bayamon and Arecibo residents.

Figure 35

PR Police Provide Public Information to the Public on the Statistics of Investigations of Complaints About Any Police Officer or Civil Employees Submitted By Complainants

**Table 35.1**

PR Police Provide Public Information to the Public on the Statistics of Investigations of Complaints About Any Police Officer or Civil Employees Submitted By Complainants

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Percentage (%)													
Yes	35.0 ↑	44.0	41.0	41.0 ↑	25.0	35.0 ↑	33.0	39.0 ↑	36.0 ↑	34.0 ↑	37.0	40.0 ↑	29.0
No	65.0 ↓	56.0	59.0	59.0 ↓	75.0	65.0 ↓	67.0	61.0 ↓	64.0 ↓	66.0 ↓	63.0	60.0 ↓	71.0
Frequency													
Yes	460	69	82	83	78	147	226	234	84	167	209	305	154
No	840	89	119	118	240	275	467	373	150	327	363	462	378
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q35. Does the PR Police provide public information to the public on the statistics of investigations of complaints about any Police Officer or civil employees submitted by complainants?

Table 35.2

PR Police Provide Public Information to the Public on the Statistics of Investigations of Complaints About Any Police Officer or Civil Employees Submitted By Complainants

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
Percentage (%)													
Yes	35.0 ↑	33.0	31.0 ↑	36.0	39.0	32.0	30.0 ↑	34.0	48.0 ↑	42.0	38.0	44.0	21.0
No	65.0 ↓	67.0	69.0 ↓	64.0	61.0	68.0	70.0 ↓	66.0	52.0 ↓	58.0	62.0	56.0	79.0
Frequency													
Yes	460	43	36	47	26	33	39	79	56	22	35	17	11
No	840	87	81	83	39	71	91	155	61	30	56	22	41
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

[^]Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q35. Does the PR Police provide public information to the public on the statistics of investigations of complaints about any Police Officer or civil employees submitted by complainants?

Two-thirds of respondents (-7pp lower than in 2022) indicate that the PRPD does not provide public information regarding the officer or civil employee complaint investigation statistics.

- The younger age groups tend to have a more positive response, as do residents of Carolina, Guayama, Aibonito and Utuado.
- A more negative response is observed in the older age groups and in the Fajardo region.

Figure 36

PR Police Take Adequate Measures to Protect Citizens Who File Complaints Against Any Police Officer from Possible Reprisals

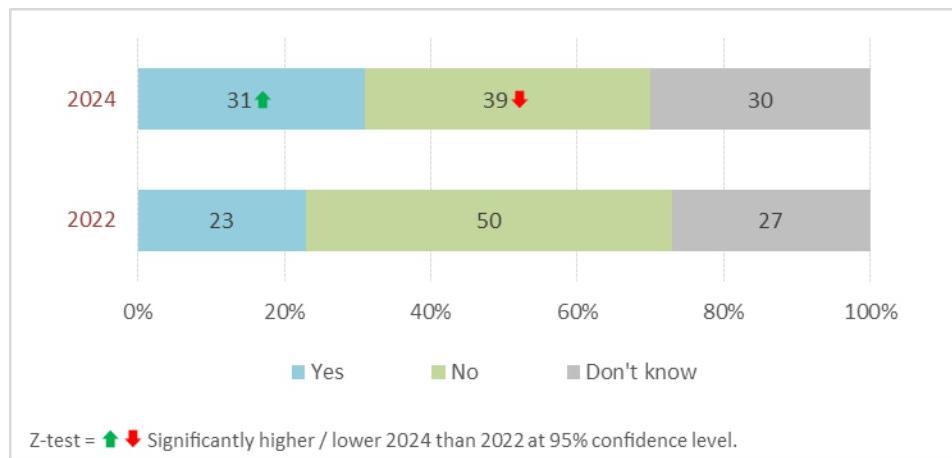


Table 36.1

PR Police Take Adequate Measures to Protect Citizens Who File Complaints Against Any Police Officer from Possible Reprisals

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Yes	31.0 ↑	33.0	32.0	31.0 ↑	21.0	35.0 ↑	29.0	33.0 ↑	34.0 ↑	29.0 ↑	30.0	35.0 ↑	24.0 ↑
No	39.0 ↓	33.0	46.0	42.0 ↓	46.0	32.0 ↓	41.0	37.0 ↓	38.0 ↓	41.0 ↓	39.0 ↓	38.0 ↓	41.0 ↓
Don't know	30.0	34.0	22.0	27.0	33.0	33.0 ↑	30.0	30.0 ↑	28.0	30.0	31.0 ↑	27.0	35.0
Frequency													
Yes	397	52	65	62	68	150	197	200	81	142	174	269	128
No	511	53	92	85	146	136	286	225	89	201	221	293	218
Don't know	392	53	44	54	104	137	210	182	65	151	177	206	186
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q36. Do you think that the PR Police take adequate measures to protect citizens who file complaints against any Police Officer from possible reprisals?

Table 36.2*PR Police Take Adequate Measures to Protect Citizens Who File Complaints Against Any Police Officer from Possible Reprisals*

Yr 2024	TOTAL		POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito	
Percentage (%)														
Yes	31.0 ▲	24.0	38.0 ▲	30.0	30.0	34.0	21.0	32.0	32.0 ▲	36.0	30.0	35.0	32.0	34.0
No	39.0 ▼	47.0	36.0 ▼	32.0	44.0	37.0	53.0	39.0 ▼	37.0 ▼	27.0 ▼	35.0	39.0	30.0	49.0
Don't know	30.0	29.0	26.0	38.0	26.0	29.0	26.0	29.0	31.0	37.0	35.0	26.0	38.0	17.0
Frequency														
Yes	397	31	44	39	20	36	27	74	37	19	27	14	16	13
No	511	62	43	42	29	38	68	91	43	14	31	15	16	19
Don't know	392	38	31	49	17	30	34	69	37	19	32	10	20	7
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ▲	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q36. Do you think that the PR Police take adequate measures to protect citizens who file complaints against any Police Officer from possible reprisals?

Four out of ten respondents feel that the PRPD does not take adequate measures to protect citizens who file complaints from reprisals. Three out of ten indicate that the PRPD does take adequate measures, with the remainder not knowing how to answer.

- The No response is particularly notable among 45+-year-olds and residents of San Juan, Arecibo and Caguas.

Figure 37

Level of Agreement that the PR Police Has Efficient, Manageable and Accessible Physical or Online Mechanisms to File Complaints for Improper Conduct By Any Police Officer

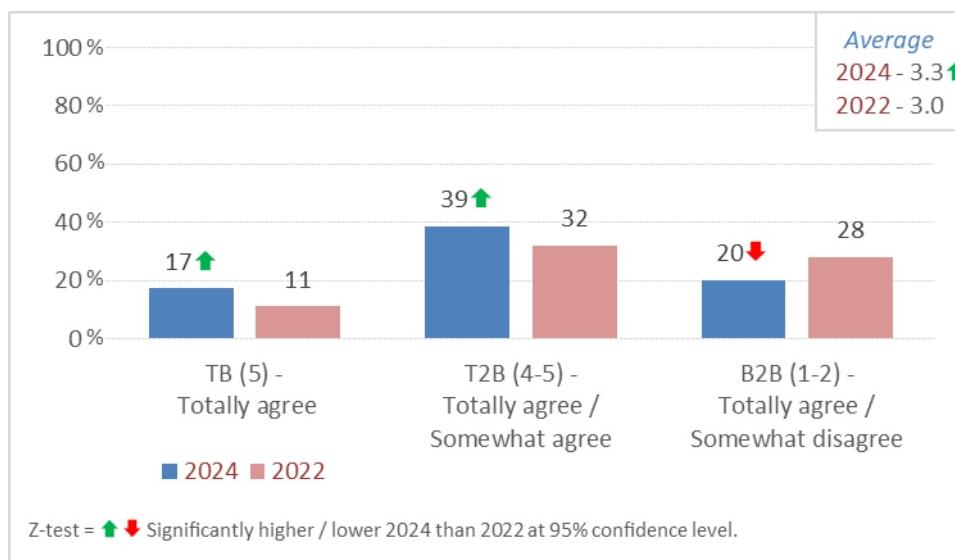


Table 37.1

Level of Agreement that the PR Police Has Efficient, Manageable and Accessible Physical or Online Mechanisms to File Complaints for Improper Conduct By Any Police Officer

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	17.2↑	16.5	17.1	14.8	15.5↑	20.1↑	16.9↑	17.7↑	19.5↑	17.8↑	15.9	20.0↑	13.2↑
(4) Somewhat agree	21.3	22.1	16.7	22.5	20.6	23.2	21.2	21.5	19.8	21.9	21.5	25.1	15.8
(3) Nor agree, nor disagree	22.7	27.8	23.1	26.8	23.9	17.8	22.4	23.1	20.3	22.4	23.9	22.7↑	22.8
(2) Somewhat disagree	11.4↓	10.8	16.8	11.7	11.2	9.0	10.7	12.1	13.8	11.7	10.1	12.0	10.5
(1) Totally disagree	8.8↓	5.5	11.0	9.9	9.6	8.0↓	9.8	7.7↓	5.8↓	8.6	10.2	7.2↓	11.1
Don't know	18.5	17.3	15.3	14.4	19.2	21.9	19.0	17.9	20.8	17.6	18.4	12.9	26.5
TOP 2 BOX (4, 5)	38.6↑	38.6	33.8	37.3	36.1	43.3↑	38.1	39.1↑	39.3↑	39.7↑	37.3	45.2↑	29.1
BOT 2 BOX (1, 2)	20.2↓	16.3	27.8	21.5	20.8	17.0↓	20.6	19.8↓	19.6↓	20.3↓	20.4	19.2↓	21.6
AVERAGE	3.3↑	3.4	3.1	3.2	3.3↑	3.5↑	3.3	3.4↑	3.4↑	3.4↑	3.3	3.4↑	3.1
Frequency													
(5) Totally agree	224	26	34	30	49	85	117	107	46	88	91	154	71
(4) Somewhat agree	277	35	34	45	66	98	147	130	46	108	123	193	84
(3) Nor agree, nor disagree	295	44	46	54	76	75	155	140	48	111	137	174	121
(2) Somewhat disagree	148	17	34	23	36	38	74	74	32	58	58	92	56
(1) Totally disagree	115	9	22	20	31	34	68	47	14	43	59	56	59
Don't know	241	27	31	29	61	92	132	109	49	87	105	99	141
TOP 2 BOX (4, 5)	501	61	68	75	115	183	264	238	92	196	214	347	155
BOT 2 BOX (1, 2)	263	26	56	43	66	72	143	120	46	100	117	148	115
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q37. To the best of your knowledge, how much do you agree that the PR Police has efficient, manageable and accessible physical or online mechanisms to file complaints for improper conduct by any Police Officer?

Table 37.2

Level of Agreement that the PR Police Has Efficient, Manageable and Accessible Physical or Online Mechanisms to File Complaints for Improper Conduct By Any Police Officer

Yr 2024	TOTAL		POLICE AREA												
			San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
Percentage (%)															
(5) Totally agree	17.2	8.4	17.1	15.8	18.4	16.0	13.6	22.9	17.1	22.9	21.3	10.2	16.3	23.4	
(4) Somewhat agree	21.3	18.3	25.2	23.3	18.9	24.0	16.6	20.4	24.1	37.0	17.1	25.3	16.4	14.4	
(3) Nor agree, nor disagree	22.7	27.7	17.9	20.6	19.1	19.1	23.2	20.7	27.8	16.0	29.1	22.1	29.5	24.5	
(2) Somewhat disagree	11.4	14.7	14.8	13.6	14.4	6.7	15.2	11.0	5.7	4.9	7.6	14.1	7.8	15.7	
(1) Totally disagree	8.8	7.2	8.8	8.5	8.9	8.4	16.9	8.1	6.1	3.1	10.5	13.9	4.3	6.8	
Don't know	18.5	23.6	16.2	18.2	20.4	25.8	14.5	16.8	19.1	16.1	14.4	14.5	25.6	15.3	
TOP 2 BOX (4, 5)	38.6	26.7	42.3	39.0	37.3	40.0	30.2	43.4	41.2	59.9	38.4	35.5	32.7	37.8	
BOT 2 BOX (1, 2)	20.2	22.0	23.7	22.1	23.2	15.2	32.1	19.1	11.8	8.0	18.1	28.0	12.2	22.5	
AVERAGE	3.3	3.1	3.3	3.3	3.3	3.4	2.9	3.5	3.5	3.9	3.4	3.0	3.4	3.4	
Frequency															
(5) Totally agree	224	11	20	21	12	17	18	54	20	12	19	4	9	9	
(4) Somewhat agree	277	24	30	30	12	25	22	48	28	19	16	10	9	6	
(3) Nor agree, nor disagree	295	36	21	27	12	20	30	48	33	8	27	9	15	10	
(2) Somewhat disagree	148	19	17	18	9	7	20	26	7	3	7	6	4	6	
(1) Totally disagree	115	9	10	11	6	9	22	19	7	2	10	5	2	3	
Don't know	241	31	19	24	13	27	19	39	22	8	13	6	13	6	
TOP 2 BOX (4, 5)	501	35	49	51	24	42	39	102	48	31	35	14	17	15	
BOT 2 BOX (1, 2)	263	29	28	29	15	16	42	45	14	4	17	11	6	9	
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41	
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39	

Notes

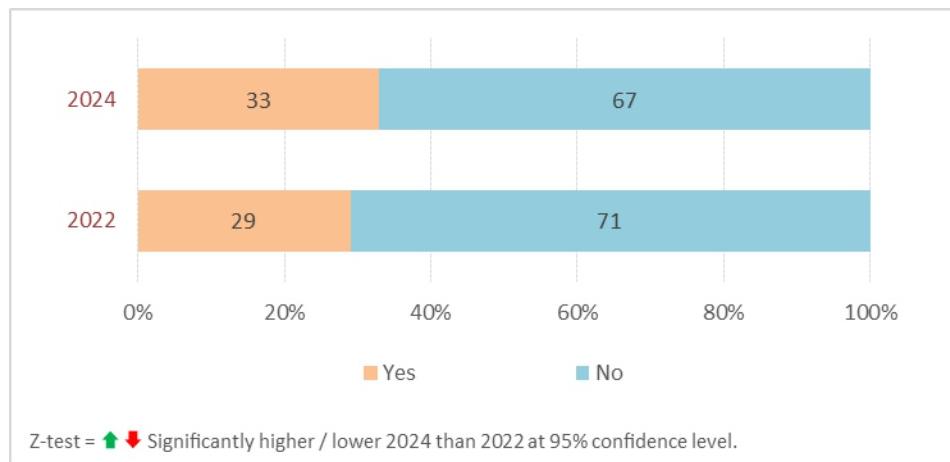
Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^aBase too small for analysis (Less than 30 cases). Information to be used only directionally.

Q37. To the best of your knowledge, how much do you agree that the PR Police has efficient, manageable and accessible physical or online mechanisms to file complaints for improper conduct by any Police Officer?

Four out of ten community members indicate that the PRPD has an efficient, manageable, and accessible mechanism for filing improper conduct complaints. This is an increase of +7pp from 2022.

- Agreement is highest in the 60+ year old age group and among Guayama residents.

Figure 38*Citizens Know How to Submit a Complaint for Improper Conduct of a Police Officer***Table 38.1***Citizens Know How to Submit a Complaint for Improper Conduct of a Police Officer*

Yr 2024	TOTAL	AGE					GENDER		SEL			REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
Percentage (%)													
Yes	33.0	34.0	39.0 ↑	39.0 ↑	31.0	27.0	31.0	34.0	34.0	32.0 ↑	33.0	38.0	24.0
No	67.0	66.0	61.0 ↓	61.0 ↓	69.0	73.0	69.0	66.0	66.0	68.0 ↓	67.0	62.0	76.0
Frequency													
Yes	423	54	78	78	98	114	214	208	80	157	186	293	129
No	877	103	123	123	220	308	479	399	154	337	386	474	404
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q38. Do you know how to submit a complaint for improper conduct of a PR Police Officer?

Table 38.2*Citizens Know How to Submit a Complaint for Improper Conduct of a Police Officer*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
Percentage (%)													
Yes	33.0	29.0	26.0	33.0	32.0	33.0 ↑	28.0	34.0	31.0	37.0	42.0 ↑	43.0	33.0
No	67.0	71.0	74.0	67.0	68.0	67.0 ↓	72.0	66.0	69.0	63.0	58.0 ↓	57.0	67.0
Frequency													
Yes	423	38	30	43	21	34	36	80	36	19	38	17	17
No	877	92	87	87	44	70	94	154	81	33	53	22	35
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q38. Do you know how to submit a complaint for improper conduct of a PR Police Officer?

One out of three community members indicate having knowledge on how to submit a complaint about improper conduct by a police officer.

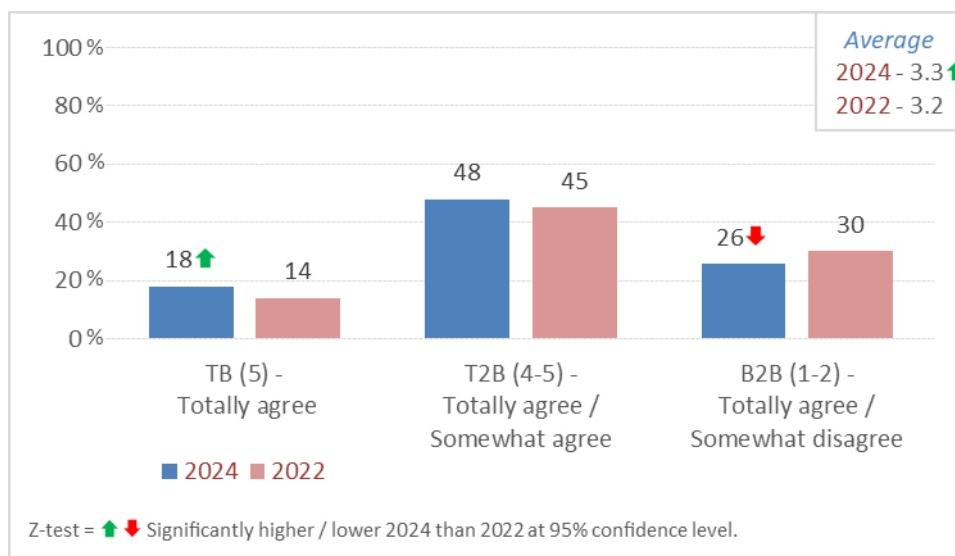
- The 25-44 age segment and residents of several regions including Aguadilla, Guayama, and Utuado have a higher incidence of having this knowledge, albeit not as the majority group in these segments.

INTERACTION WITH THE COMMUNITY AND PUBLIC INFORMATION

The main objectives of the Community Interaction and Public Information compliance area is to achieve the integration of police principles aimed at solving problems in their work, as well as to obtain the participation of the community in general in the training, evaluation and implementation of activities aimed at compliance with the Reform agreement. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 4)

Figure 39

Level of Agreement that the PR Police Knows the Needs and Concerns of the Community



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Table 39.1*Level of Agreement that the PR Police Knows the Needs and Concerns of the Community*

Yr 2024	TOTAL	AGE					GENDER			SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	17.9↑	15.3	19.6	16.0	17.7↑	19.2	18.9↑	16.8	20.0↑	15.6	19.0	19.9	15.1↑
(4) Somewhat agree	29.9	31.8	23.4↓	25.4	26.9	36.7	29.5	30.3	29.5	31.2	28.9	34.9	22.6
(3) Nor agree, nor disagree	21.8	22.1	24.1	24.9	23.1	18.1↑	19.6	24.3↑	26.5↑	21.1	20.4	21.4	22.3
(2) Somewhat disagree	13.9	19.0	16.0	15.5	13.6	10.4	14.4	13.3	11.8	14.9	13.8	13.0	15.1
(1) Totally disagree	11.7↓	9.4	11.2	10.4	14.7	11.2↓	12.9	10.4↓	10.1↓	11.5	12.5	8.5↓	16.3
Don't know	4.8↓	2.4↓	5.7	7.9	4.1	4.5	4.8↓	5.0	2.1	5.6	5.3	2.2↓	8.7
TOP 2 BOX (4, 5)	47.8	47.1	43.0	41.4	44.6	55.8	48.4	47.1	49.5↑	46.8	48.0	54.8↑	37.7
BOT 2 BOX (1, 2)	25.6↓	28.3	27.2	25.8	28.3	21.5↓	27.2	23.6↓	21.9↓	26.4	26.3	21.6↓	31.3
AVERAGE	3.3↑	3.3	3.3	3.2	3.2	3.4↑	3.3	3.3↑	3.4↑	3.3	3.3	3.5↑	3.1
Frequency													
(5) Totally agree	233	24	40	32	56	81	131	102	47	77	109	153	80
(4) Somewhat agree	389	50	47	51	85	155	204	184	69	154	165	268	121
(3) Nor agree, nor disagree	283	35	49	50	73	76	136	147	62	104	117	164	119
(2) Somewhat disagree	180	30	32	31	43	44	100	81	28	73	79	100	80
(1) Totally disagree	152	15	23	21	47	47	89	63	24	57	72	66	87
Don't know	63	4	12	16	13	19	33	30	5	28	30	17	46
TOP 2 BOX (4, 5)	622	74	87	83	142	236	336	286	116	231	274	421	201
BOT 2 BOX (1, 2)	332	45	55	52	90	91	189	144	51	131	151	165	167
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q39. According to your perception, how much do you agree that the PR Police knows the needs and concerns of the community?

Table 39.2*Level of Agreement that the PR Police Knows the Needs and Concerns of the Community*

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	
		Percentage (%)												
(5) Totally agree	17.9↑	16.5	14.8	17.3	18.3	17.9	8.0	23.4	19.3↑	20.2	26.7↑	6.9	19.1	16.0
(4) Somewhat agree	29.9	29.3	28.7	30.7	34.0	34.7	24.3	25.9	26.4	35.3	32.5	43.2	31.9	36.8
(3) Nor agree, nor disagree	21.8	30.6↑	18.3	24.4	21.7	21.6	29.2↑	18.8	22.0	19.8	13.4	21.6	19.5	12.6↓
(2) Somewhat disagree	13.9	11.1	18.6↑	13.6	12.1	9.8	15.6	15.3	15.0	6.8	11.6	11.1	16.1	19.7
(1) Totally disagree	11.7↓	10.1	16.0↓	11.4	8.3	11.9	16.5	12.6	9.3	7.9↓	11.1	10.5	10.9	5.2
Don't know	4.8↓	2.4↓	3.6	2.6	5.6	4.2	6.4	4.0	8.0	10.0	4.7	6.9	2.5	9.6
TOP 2 BOX (4, 5)	47.8	45.8	43.5	47.9	52.3	52.6	32.3	49.3	45.7	55.5	59.1	50.1	51.0	52.8
BOT 2 BOX (1, 2)	25.6↓	21.2	34.6	25.1	20.4	21.7	32.0	27.9	24.3	14.7↓	22.7	21.5	27.0	24.9
AVERAGE	3.3↑	3.3	3.1↑	3.3	3.5	3.4	2.9	3.3	3.3	3.6	3.6	3.3	3.3	3.4
Frequency														
(5) Totally agree	233	21	17	22	12	19	10	55	23	11	24	3	10	6
(4) Somewhat agree	389	38	34	40	22	36	32	61	31	18	30	17	17	14
(3) Nor agree, nor disagree	283	40	21	32	14	22	38	44	26	10	12	8	10	5
(2) Somewhat disagree	180	14	22	18	8	10	20	36	18	4	11	4	8	8
(1) Totally disagree	152	13	19	15	5	12	21	29	11	4	10	4	6	2
Don't know	63	3	4	3	4	4	8	9	9	5	4	3	1	4
TOP 2 BOX (4, 5)	622	60	51	62	34	55	42	115	54	29	54	20	27	21
BOT 2 BOX (1, 2)	332	28	41	33	13	23	42	65	28	8	21	8	14	10
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42	41
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

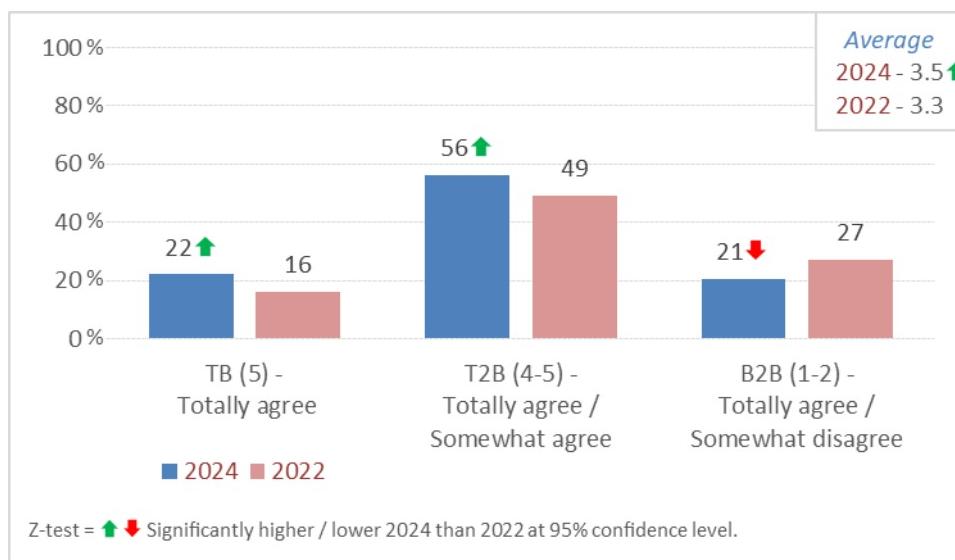
Q39. According to your perception, how much do you agree that the PR Police knows the needs and concerns of the community?

Just under half of the community members (48%) agree to some degree that the PRPD knows the needs and concerns of the community.

- The biggest disagreements with this element are found among residents of Caguas.

Figure 40

Level of Agreement that the PR Police Encourages the Collaboration of Police Officers with the Communities in the Prevention and Solution of Problems



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Table 40.1*Level of Agreement that the PR Police Encourages the Collaboration of Police Officers with the Communities in the Prevention and Solution of Problems*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	22.1↑	15.7	21.7	20.3	20.6↑	26.7↑	21.6↑	22.7↑	25.2↑	20.3↑	22.4	24.2↑	19.0↑
(4) Somewhat agree	34.0	29.5	27.9	29.7	35.6	39.4	33.9	34.1	37.3↑	33.1	33.4	38.0	28.2
(3) Nor agree, nor disagree	23.4	34.0	29.8	24.7	22.6	16.5	22.9	24.1	17.6	24.9	24.6	21.3	26.5
(2) Somewhat disagree	11.9	17.7	10.3	15.6	12.6	8.1↓	11.8	11.9	13.7	13.4	9.8	10.5	13.8
(1) Totally disagree	8.6↓	3.0	10.3	9.7	8.5	9.4↓	9.9	7.1↓	6.2↓	8.3	9.8	5.9↓	12.4
TOP 2 BOX (4, 5)	56.1↑	45.2	49.6	50.0	56.2↑	66.0↑	55.4	56.9↑	62.5↑	53.4	55.8	62.2↑	47.3
BOT 2 BOX (1, 2)	20.5↓	20.7	20.6	25.3	21.1	17.5↓	21.7	19.1↓	19.9↓	21.7	19.6	16.4↓	26.3
AVERAGE	3.5↑	3.4	3.4	3.4	3.5↑	3.7↑	3.5	3.5↑	3.6↑	3.4	3.5	3.6↑	3.3
Frequency													
(5) Totally agree	287	25	44	41	66	113	149	138	59	100	128	186	101
(4) Somewhat agree	442	47	56	60	113	166	235	207	87	164	191	292	150
(3) Nor agree, nor disagree	305	54	60	50	72	70	159	146	41	123	141	164	141
(2) Somewhat disagree	154	28	21	31	40	34	82	73	32	66	56	81	74
(1) Totally disagree	112	5	21	20	27	40	69	43	15	41	56	46	66
TOP 2 BOX (4, 5)	729	71	100	101	179	279	384	345	146	264	319	478	252
BOT 2 BOX (1, 2)	266	33	41	51	67	74	150	116	47	107	112	126	140
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q40. How much do you agree that the PR Police encourages the collaboration of Police Officers with the communities in the prevention and solution of problems?

Table 40.2*Level of Agreement that the PR Police Encourages the Collaboration of Police Officers with the Communities in the Prevention and Solution of Problems*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(5) Totally agree	22.1↑	18.4	21.4↑	21.6	25.6	26.5	15.1	24.5	26.2↑	16.6	26.5	13.3	24.3
(4) Somewhat agree	34.0	34.7	33.3↑	29.2	33.3	28.4	32.9	33.3	39.3	39.1	33.4	39.6	44.5
(3) Nor agree, nor disagree	23.4	29.1	19.1	25.3	26.9	30.0	25.7	19.2	16.0↓	29.3	23.1	32.3	17.0
(2) Somewhat disagree	11.9	8.4	16.8	14.9	8.3	11.2	16.2	12.0	8.6	4.7↓	12.1	6.3	10.5
(1) Totally disagree	8.6↓	9.3	9.4↓	9.1	6.0	3.9	10.1	11.0	9.9	10.4	4.9	8.5	3.8↓
TOP 2 BOX (4, 5)	56.1↑	53.1	54.7↑	50.7	58.9	54.9	47.9	57.8	65.5↑	55.6	59.9	52.9	68.7↑
BOT 2 BOX (1, 2)	20.5↓	17.7	26.2↓	23.9	14.3	15.1	26.3	23.0	18.5	15.1	16.9	14.8	14.3
AVERAGE	3.5↑	3.5	3.4↑	3.4	3.6	3.6	3.3	3.5	3.6	3.5	3.7	3.4	3.8↑
Frequency													
(5) Totally agree	287	24	25	28	17	28	20	57	31	9	24	5	13
(4) Somewhat agree	442	45	39	38	22	30	43	78	46	20	30	16	23
(3) Nor agree, nor disagree	305	38	22	33	18	31	34	45	19	15	21	13	9
(2) Somewhat disagree	154	11	20	19	5	12	21	28	10	3	11	3	5
(1) Totally disagree	112	12	11	12	4	4	13	26	12	5	4	3	3
TOP 2 BOX (4, 5)	729	69	64	66	38	57	62	135	77	29	55	21	36
BOT 2 BOX (1, 2)	266	23	31	31	9	16	34	54	22	8	15	6	7
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

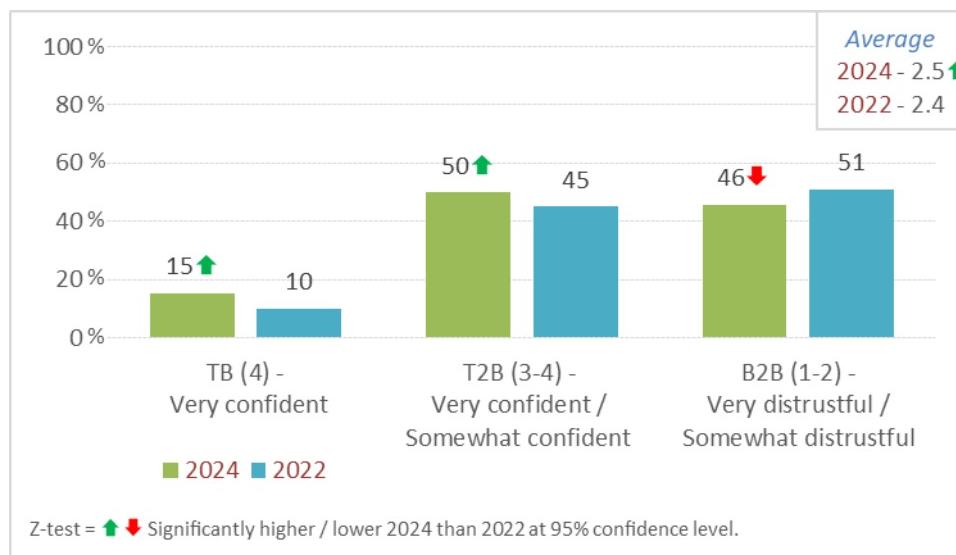
Q40. How much do you agree that the PR Police encourages the collaboration of Police Officers with the communities in the prevention and solution of problems?

Over half of the community members (+7pp from 2022) also exhibit some level of agreement with regards to the PRPD encouraging the collaboration of police officers with the communities in the prevention and resolution of problems.

- There is a higher agreement among the older age groups, the A/B SEL, and among Carolina and Fajardo residents.

Figure 41

Level of Confidence that Citizens Have Regarding the Public Security Services Provided By the PR Police Officers



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Table 41.1*Level of Confidence that Citizens Have Regarding the Public Security Services Provided By the PR Police Officers*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(4) Very confident	15.3↑	13.6	14.0	14.2	11.5	19.8↑	14.8	15.8↑	16.0↑	14.2	15.9	17.4↑	12.2↑
(3) Somewhat confident	34.6	25.7	25.5	34.0	39.6	38.8	33.5	35.8	42.3↑	31.7	34.0	38.9	28.3↓
(2) Somewhat distrustful	30.7	40.6	33.6	30.1	28.8	27.2	30.6	30.8	28.2	31.9	30.6	29.3	32.6
(1) Very distrustful	15.2↓	13.8	22.4	15.1	17.8	10.3↓	16.5	13.7↓	12.2↓	16.9	14.9	12.3↓	19.3
Don't know	4.3	6.3	4.4	6.6↑	2.3	3.9	4.6	3.9	1.4	5.3	4.6	2.0	7.6
TOP 2 BOX (3, 4)	49.8↑	39.3	39.5	48.2	51.1↑	58.6↑	48.3	51.6↑	58.2↑	45.8	49.9	56.3↑	40.5
BOT 2 BOX (1, 2)	45.8↓	54.4	56.0	45.2	46.6	37.5↓	47.1	44.4↓	40.4↓	48.8	45.5	41.6↓	51.9
AVERAGE	2.5↑	2.4	2.3	2.5	2.5↑	2.7↑	2.5	2.6↑	2.6↑	2.5	2.5	2.6↑	2.4
Frequency													
(4) Very confident	198	21	28	29	37	84	103	96	37	70	91	134	65
(3) Somewhat confident	450	41	51	68	126	164	232	218	99	156	194	299	151
(2) Somewhat distrustful	399	64	68	61	92	115	212	187	66	158	175	225	174
(1) Very distrustful	197	22	45	30	57	44	114	83	29	84	85	94	103
Don't know	56	10	9	13	7	17	32	24	3	26	27	16	41
TOP 2 BOX (3, 4)	648	62	80	97	162	247	335	313	136	226	285	432	216
BOT 2 BOX (1, 2)	596	86	113	91	148	158	326	270	95	241	260	319	277
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q41. According to your perception, what is the level of confidence that citizens have regarding the public security services provided by the PR Police Officers?

Table 41.2*Level of Confidence that Citizens Have Regarding the Public Security Services Provided By the PR Police Officers*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(4) Very confident	15.3↑	10.5	15.7	13.0	16.0	18.9↑	8.4	18.4↑	18.9↑	10.8	20.5	17.8	13.9
(3) Somewhat confident	34.6	36.8	40.0↑	33.9	33.4	38.8	29.4	31.0	33.0	34.3	38.6	33.2	37.4
(2) Somewhat distrustful	30.7	35.1	27.2↑	31.4	27.7	25.4	40.9	30.4	28.4↓	36.9	25.5	19.6	26.1
(1) Very distrustful	15.2↓	13.2	12.3↓	18.8↓	20.2	12.7	18.2	14.9	16.2	8.2	13.3	18.3	18.6
Don't know	4.3	4.3	4.7	2.9	2.7	4.2	3.1	5.3	3.6	9.8	2.1	11.1	4.0
TOP 2 BOX (3, 4)	49.8↑	47.4	55.7↑	46.9	49.3	57.7	37.8	49.4	51.8	45.1	59.0	51.0	51.3
BOT 2 BOX (1, 2)	45.8↓	48.3	39.6↓	50.2	47.9	38.1	59.1	45.3	44.6	45.1	38.8	37.9	44.7
AVERAGE	2.5↑	2.5	2.6↑	2.4↓	2.5	2.7↑	2.3	2.6	2.6	2.5	2.7	2.6	2.5
Frequency													
(4) Very confident	198	14	18	17	10	20	11	43	22	6	19	7	5
(3) Somewhat confident	450	48	47	44	22	40	38	73	39	18	35	13	19
(2) Somewhat distrustful	399	46	32	41	18	26	53	71	33	19	23	8	14
(1) Very distrustful	197	17	14	25	13	13	24	35	19	4	12	7	10
Don't know	56	6	6	4	2	4	4	12	4	5	2	4	1
TOP 2 BOX (3, 4)	648	62	65	61	32	60	49	116	61	23	54	20	27
BOT 2 BOX (1, 2)	596	63	46	65	31	40	77	106	52	24	35	15	23
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	39

Notes

Z-test = ↑↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

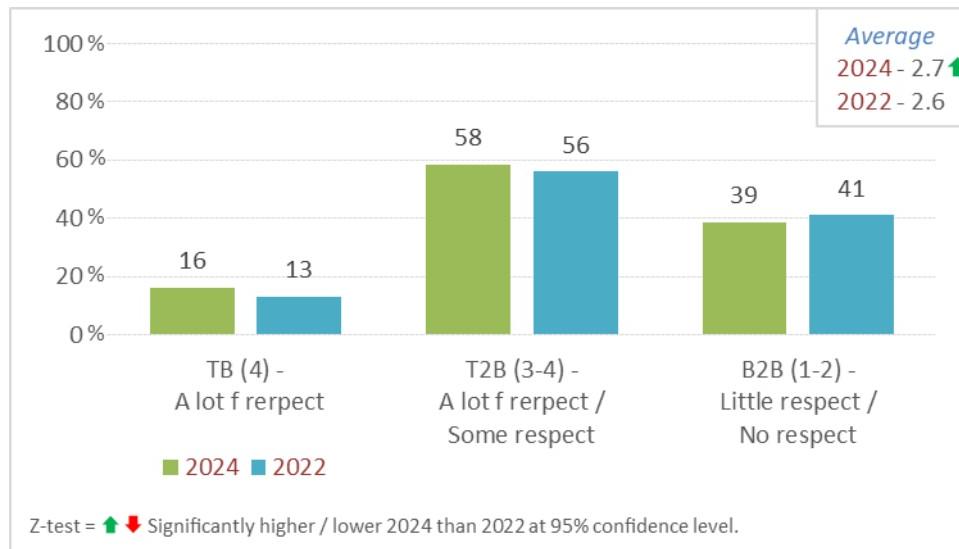
Q41. According to your perception, what is the level of confidence that citizens have regarding the public security services provided by the PR Police Officers?

The level of confidence is almost evenly divided among the respondents in terms of those that feel a positive level of trust and those that show some level of distrust in the public security services provided by PRPD officers.

- The A/B SEL and residents of Aguadilla, Mayagüez and Arecibo exhibit the highest confidence level, while the Caguas residents have the highest distrust incidence.
- The lower the age, the higher the level of distrust.

Figure 42

Level of Respect that Exists Between the Community and the PR Police Officers



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Table 42.1*Level of Respect that Exists Between the Community and the PR Police Officers*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(4) A lot f respect	16.2	16.6	15.0	16.6	11.8	19.7	16.1	16.3	16.6	15.4	16.7	17.8	13.8
(3) Some respect	42.1	43.1	35.8	41.9	39.3	46.9	41.4	42.9	44.5	40.5	42.5	44.9	38.0
(2) Little respect	31.6	27.7	35.4	29.7	38.2	27.1	31.5	31.7	30.0	33.7	30.4	30.3	33.5
(1) No respect	7.1	9.8	10.8	6.7	7.6	4.1	7.6	6.5	5.2	7.7	7.3	5.6	9.2
Don't know	3.1	2.7	3.1	5.1	3.2	2.2	3.4	2.7	3.7	2.8	3.1	1.4	5.5
TOP 2 BOX (3, 4)	58.3	59.7	50.7	58.5	51.1	66.7	57.5	59.2	61.1	55.9	59.2	62.7	51.9
BOT 2 BOX (1, 2)	38.7	37.6	46.2	36.4	45.7	31.2	39.1	38.2	35.2	41.3	37.7	35.9	42.7
AVERAGE	2.7	2.7	2.6	2.7	2.6	2.8	2.7	2.7	2.8	2.7	2.7	2.8	2.6
Frequency													
(4) A lot f respect	211	26	30	33	37	83	112	99	39	76	95	137	74
(3) Some respect	547	68	72	84	125	198	287	260	104	200	243	345	203
(2) Little respect	411	44	71	60	121	115	218	192	70	166	174	232	178
(1) No respect	92	16	22	14	24	17	52	40	12	38	42	43	49
Don't know	40	4	6	10	10	9	24	16	9	14	18	11	29
TOP 2 BOX (3, 4)	758	94	102	118	163	281	399	359	143	276	338	481	276
BOT 2 BOX (1, 2)	503	59	93	73	145	132	271	232	83	204	216	275	227
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q42. What is the level of respect that exists between the community and the PR Police Officers?

Table 42.2*Level of Respect that Exists Between the Community and the PR Police Officers*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(4) A lot f respect	16.2	11.3	15.7	12.8	22.8	16.3	8.3	20.1	14.5	20.9	23.8	19.7	13.9
(3) Some respect	42.1	45.1	47.7	40.6	29.7	37.3	43.2	38.4	45.8	29.6	51.9	43.3	45.2
(2) Little respect	31.6	35.4	27.7	37.4	37.0	33.6	31.8	32.4	28.9	39.1	16.6	29.0	31.1
(1) No respect	7.1	6.1	6.6	6.9	9.1	5.7	12.0	6.7	7.2	5.8	5.6	8.0	4.5
Don't know	3.1	2.1	2.4	2.3	1.3	7.1	4.8	2.4	3.6	4.7	2.1	—	5.4
TOP 2 BOX (3, 4)	58.3	56.4	63.3	53.4	52.6	53.6	51.4	58.5	60.3	50.5	75.7	63.1	59.1
BOT 2 BOX (1, 2)	38.7	41.5	34.3	44.3	46.1	39.3	43.8	39.1	36.2	44.8	22.2	36.9	35.5
AVERAGE	2.7	2.6	2.7	2.6	2.7	2.5	2.7	2.7	2.7	3.0	2.8	2.7	2.8
Frequency													
(4) A lot f respect	211	15	18	17	15	17	11	47	17	11	22	8	7
(3) Some respect	547	59	56	53	19	39	56	90	54	15	47	17	24
(2) Little respect	411	46	32	49	24	35	41	76	34	20	15	11	16
(1) No respect	92	8	8	9	6	6	16	16	8	3	5	3	2
Don't know	40	3	3	3	1	7	6	6	4	2	2	—	3
TOP 2 BOX (3, 4)	758	73	74	69	34	56	67	137	71	26	69	25	31
BOT 2 BOX (1, 2)	503	54	40	58	30	41	57	92	42	23	20	14	19
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	39

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

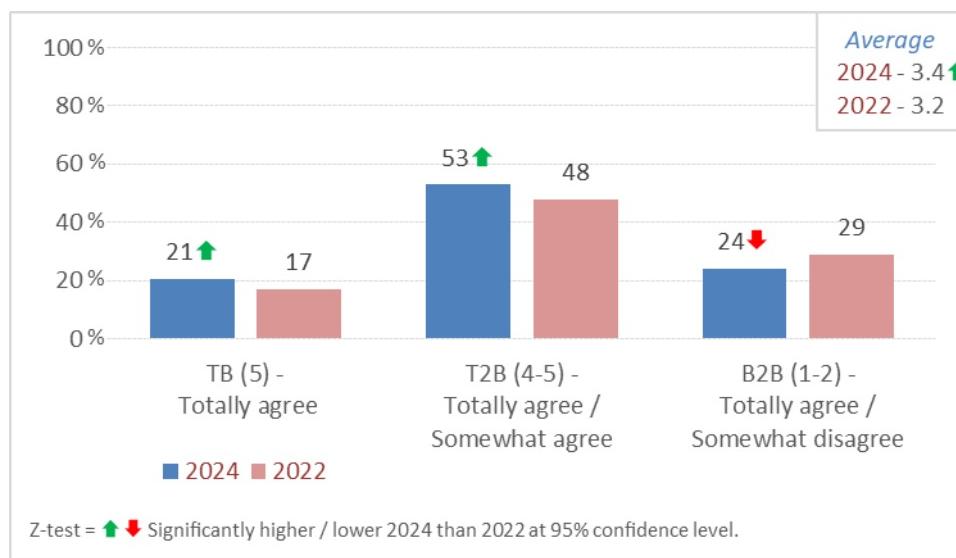
Q42. What is the level of respect that exists between the community and the PR Police Officers?

Over half of the respondents indicate that there exists a level of respect between the community and the PRPD officers.

- There is a higher mention of the respect existing among 60+ year old segment, and Aguadilla and Aibonito residents.

Figure 43

Level of Satisfaction with the Presence and Work Carried Out By the PR Police in the Communities



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Table 43.1*Level of Satisfaction with the Presence and Work Carried Out By the PR Police in the Communities*

Yr 2024	TOTAL	AGE					GENDER			SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally satisfied	20.5 ▲	13.8	17.5	16.3	18.8	27.8 ▲	20.8	20.2 ▲	25.8 ▲	18.0	20.5	23.5 ▲	16.2
(4) Somewhat satisfied	32.4	32.0	25.7 ▼	28.1	33.2	37.1	32.9	31.8	27.4	33.3	33.5	34.6	29.2
(3) Neither satisfied nor dissatisfied	20.4	23.6	22.9	26.3 ▼	20.8	14.9	19.9	20.9	23.3	20.5	19.2	19.5	21.8
(2) Somewhat dissatisfied	13.9	19.9	13.5	13.5	13.6 ▼	12.2	12.7	15.2	12.7	14.1	14.2	12.3	16.1
(1) Totally dissatisfied	10.1 ▼	8.4	16.5	11.0	11.7	6.0 ▼	11.0	9.1 ▼	8.1 ▼	10.9	10.2	8.5 ▼	12.4
Don't know	2.8	2.3	3.9	4.9	1.8	2.1	2.7	2.8	2.8	3.2	2.4	1.6	4.5
TOP 2 BOX (4, 5)	52.9 ▲	45.8	43.2	44.4	52.0	64.8 ▲	53.7	52.0	53.2 ▲	51.3	54.1	58.1 ▲	45.3
BOT 2 BOX (1, 2)	24.0 ▼	28.3	30.0	24.4	25.3	18.2 ▼	23.7	24.3 ▼	20.7 ▼	25.0	24.4	20.8 ▼	28.5
AVERAGE	3.4 ▲	3.2	3.2	3.3	3.3	3.7 ▲	3.4	3.4 ▲	3.5 ▲	3.4	3.4	3.5 ▲	3.2
Frequency													
(5) Totally satisfied	267	22	35	33	60	117	144	123	61	89	117	181	86
(4) Somewhat satisfied	421	51	52	56	106	157	228	193	64	165	192	265	155
(3) Neither satisfied nor dissatisfied	265	37	46	53	66	63	138	127	54	101	110	149	116
(2) Somewhat dissatisfied	180	31	27	27	43	52	88	92	30	70	81	95	86
(1) Totally dissatisfied	131	13	33	22	37	25	76	55	19	54	59	65	66
Don't know	36	4	8	10	6	9	19	17	7	16	14	12	24
TOP 2 BOX (4, 5)	687	72	87	89	165	274	372	316	125	254	309	446	241
BOT 2 BOX (1, 2)	312	45	60	49	81	77	164	147	49	123	140	160	152
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q43. How satisfied are you with the presence and work carried out by the PR Police in your communities?

Table 43.2*Level of Satisfaction with the Presence and Work Carried Out By the PR Police in the Communities*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(5) Totally satisfied	20.5 ▲	15.5	18.8	18.5	18.3 ▲	26.1 ▲	12.3	26.6	19.7	13.9	31.2	13.5	22.3
(4) Somewhat satisfied	32.4	28.0	36.1 ▲	25.6	37.2	32.4	30.1	33.0	36.3	31.3	28.7	28.6	43.1
(3) Neither satisfied nor dissatisfied	20.4	25.9	13.4	22.0	24.5	17.6	22.1	15.0	20.9	22.3	26.3	29.3	14.2
(2) Somewhat dissatisfied	13.9	17.9	17.7 ▲	19.0	11.0 ▼	16.4	14.6 ▼	12.4	10.5	16.3	6.5	14.2	4.4 ▼
(1) Totally dissatisfied	10.1 ▼	10.1	11.7 ▼	11.8	7.8	5.4	15.4	11.5	9.1	13.0	6.2	10.5	4.1
Don't know	2.8	2.6	2.4	3.2	1.3	2.0	5.6	1.5	3.4	3.2	1.1	3.8	5.4
TOP 2 BOX (4, 5)	52.9 ▲	43.5	54.9 ▲	44.1 ▼	55.5	58.5	42.4	59.6 ▲	56.0	45.2	59.9	42.2	65.4
BOT 2 BOX (1, 2)	24.0 ▼	28.0	29.4 ▼	30.7 ▲	18.8	21.8	30.0	23.9	19.6	29.3	12.7	24.8	15.1
AVERAGE	3.4 ▲	3.2	3.3 ▲	3.2 ▼	3.5	3.6 ▲	3.1	3.5	3.5	3.2	3.7	3.2	3.7
Frequency													
(5) Totally satisfied	267	20	22	24	12	27	16	62	23	7	28	5	12
(4) Somewhat satisfied	421	36	42	33	24	34	39	77	43	16	26	11	22
(3) Neither satisfied nor dissatisfied	265	34	16	29	16	18	29	35	25	12	24	11	7
(2) Somewhat dissatisfied	180	23	21	25	7	17	19	29	12	9	6	6	2
(1) Totally dissatisfied	131	13	14	15	5	6	20	27	11	7	6	4	2
Don't know	36	3	3	4	1	2	7	4	4	2	1	2	3
TOP 2 BOX (4, 5)	687	57	64	57	36	61	55	140	66	24	55	16	34
BOT 2 BOX (1, 2)	312	36	34	40	12	23	39	56	23	15	12	10	8
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ▲	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

NotesZ-test = ▲ ▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

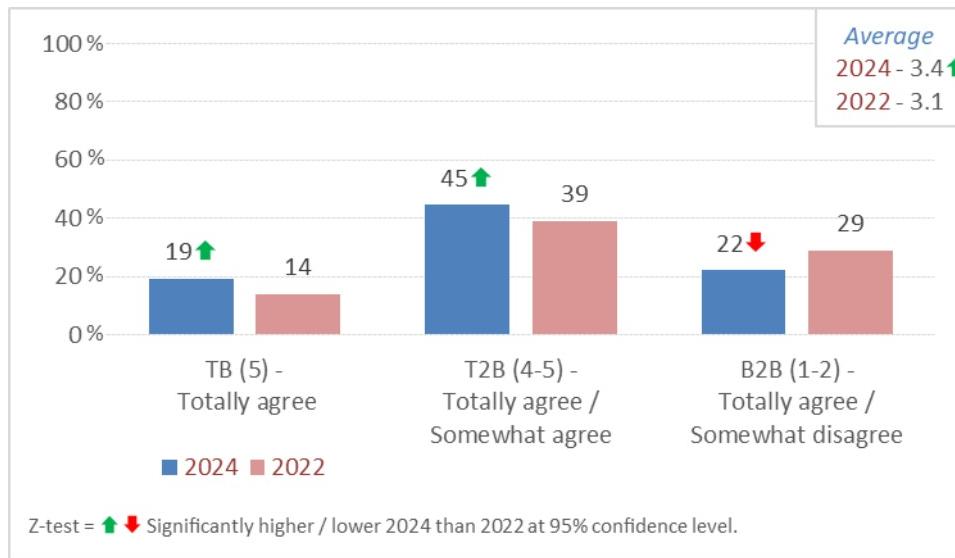
Q43. How satisfied are you with the presence and work carried out by the PR Police in your communities?

Over half of the residents interviewed are satisfied to some degree with the presence and work carried out by the PRPD officers in the communities.

- The levels of dissatisfaction with this criterion are higher among the younger age groups and residents of the Ponce and Caguas regions.

Figure 44

Level of Agreement that the PR Police Officers Treat Well the Homeless Population in PR



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Table 44.1*Level of Agreement that the PR Police Officers Treat Well the Homeless Population in PR*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	19.1▲	14.3	18.6	17.9	17.7▲	22.7▲	19.2▲	19.0▲	18.8▲	18.4▲	19.8	21.4▲	15.7▲
(4) Somewhat agree	25.4	21.3	23.5	23.4	24.1	29.8	24.4	26.6	29.4▲	24.1	25.0	28.8	20.5
(3) Nor agree, nor disagree	22.8	30.2	21.4	28.9	18.5	21.1▲	22.2	23.5	24.7	23.4	21.6	21.5	24.8
(2) Somewhat disagree	12.1▼	10.2	16.8	10.1	14.6	9.7▼	12.1	12.1	13.1	11.9	11.9	12.3	11.9
(1) Totally disagree	9.9▼	10.9	10.4	10.4	11.7	7.8▼	11.3	8.3▼	4.4▼	11.0	11.2	7.6▼	13.3
Don't know	10.6	13.1	9.3	9.3	13.4	8.7	10.8	10.4	9.7	11.1	10.5	8.4	13.8
TOP 2 BOX (4, 5)	44.5▲	35.6	42.1	41.3	41.8▲	52.6▲	43.6	45.6▲	48.2▲	42.5	44.8	50.3▲	36.3
BOT 2 BOX (1, 2)	22.1▼	21.0	27.2▲	20.5▼	26.3	17.5▼	23.5	20.5▼	17.4▼	23.0	23.1	19.9▼	25.2
AVERAGE	3.4▲	3.2	3.3	3.3	3.3	3.6▲	3.3	3.4▲	3.5▲	3.3	3.3	3.5▲	3.2
Frequency													
(5) Totally agree	248	23	37	36	56	96	133	115	44	91	113	164	84
(4) Somewhat agree	331	34	47	47	77	126	169	162	69	119	143	221	110
(3) Nor agree, nor disagree	297	48	43	58	59	89	154	143	58	116	123	165	132
(2) Somewhat disagree	158	16	34	20	47	41	84	74	31	59	68	94	64
(1) Totally disagree	129	17	21	21	37	33	79	51	10	55	64	58	71
Don't know	138	21	19	19	43	37	75	63	23	55	60	64	73
TOP 2 BOX (4, 5)	579	56	85	83	133	222	302	277	113	210	256	386	193
BOT 2 BOX (1, 2)	287	33	55	41	84	74	163	124	41	114	132	153	134
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ▲▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q44. Comparing the treatment that the PR Police gives to the general population, how much do you agree that the PR Police Officers treat well the homeless population in Puerto Rico?

Table 44.2*Level of Agreement that the PR Police Officers Treat Well the Homeless Population in PR*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(5) Totally agree	19.1▲	15.7	14.3	18.2	22.4▲	22.7▲	11.4	20.9	16.9	25.0	25.1	16.6	23.3
(4) Somewhat agree	25.4	26.5	27.0	23.8	25.4	28.7	28.6	20.9	25.5	22.3	27.0	32.7	25.2
(3) Nor agree, nor disagree	22.8	21.4	26.5▲	25.8	22.8	14.8	25.0	22.1	27.3	22.0	20.6	10.2	26.7
(2) Somewhat disagree	12.1▼	16.3	11.0	13.7	13.6	10.5	15.6	12.0	8.3	13.4	7.6	25.1	2.2▼
(1) Totally disagree	9.9▼	8.9	13.8▼	9.6	6.7	7.2	11.0	12.1	11.2	3.0▼	8.1	11.5	8.6
Don't know	10.6	11.2	7.4	9.0	9.1	16.2	8.4	11.9	10.8	14.2	11.5	3.8	13.9
TOP 2 BOX (4, 5)	44.5▲	42.2	41.2▲	41.9	47.8	51.4▲	40.0	41.8	42.4	47.3	52.1	49.4	48.5
BOT 2 BOX (1, 2)	22.1▼	25.2	24.8▼	23.4	20.3	17.7	26.6	24.1	19.5	16.4	15.8	36.6	10.9
AVERAGE	3.4▲	3.3	3.2▲	3.3	3.5	3.6	3.2	3.3	3.3	3.6	3.6	3.2	3.6
Frequency													
(5) Totally agree	248	20	17	24	15	24	15	49	20	13	23	7	12
(4) Somewhat agree	331	35	32	31	17	30	37	49	30	12	25	13	13
(3) Nor agree, nor disagree	297	28	31	34	15	15	33	52	32	11	19	4	14
(2) Somewhat disagree	158	21	13	18	9	11	20	28	10	7	7	10	1
(1) Totally disagree	129	12	16	13	4	8	14	28	13	2	7	5	3
Don't know	138	15	9	12	6	17	11	28	13	7	11	2	7
TOP 2 BOX (4, 5)	579	55	48	55	31	54	52	98	50	25	47	19	25
BOT 2 BOX (1, 2)	287	33	29	30	13	18	35	56	23	9	14	14	6
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27▲	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ▲▼ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

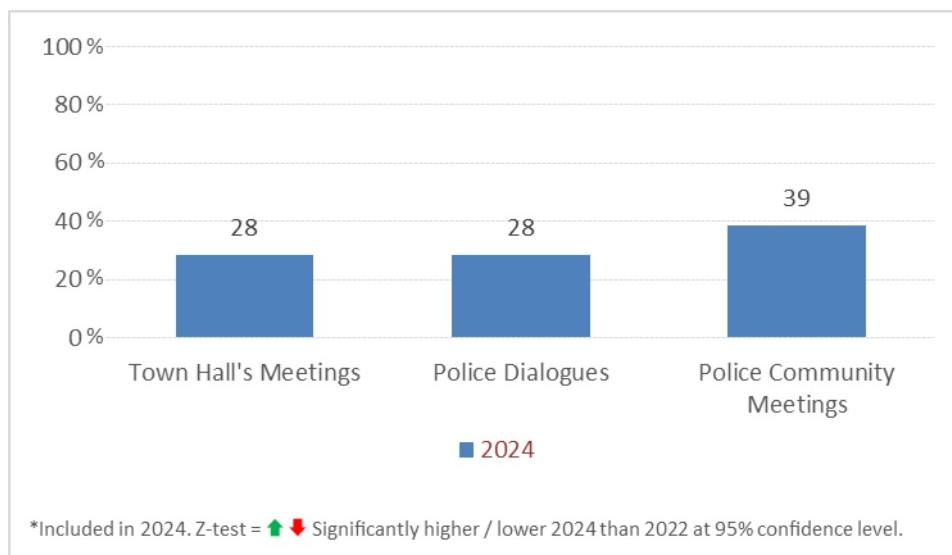
Q44. Comparing the treatment that the PR Police gives to the general population, how much do you agree that the PR Police Officers treat well the homeless population in Puerto Rico?

Nearly half of the community members indicate some level of positive agreement with the PRPD officers treating the homeless population well. Only two out of ten community members exhibit some level of disagreement (a decrease from 2022), while the remainder are neutral in agreement.

- Agreement levels are higher among 60+ year olds and Aguadilla, Aibonito and Mayagüez residents.

Figure 44.3

*PR Police Activities Awareness**



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Table 44.3.1

PR Police Activities Awareness*

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Town Hall's Meetings													
Yes	28.4	26.1	29.6	34.5	27.3	26.5	28.5	28.2	34.2	25.3	28.7	34.5	19.6
No	71.6	73.9	70.4	65.5	72.7	73.5	71.5	71.8	65.8	74.7	71.3	65.5	80.4
Police Dialogues													
Yes	28.4	33.9	30.3	34.1	27.2	23.6	26.8	30.2	31.3	29.2	26.5	35.4	18.3
No	71.6	66.1	69.7	65.9	72.8	76.4	73.2	69.8	68.7	70.8	73.5	64.6	81.7
Police Community Meetings													
Yes	38.6	33.1	33.8	46.8	40.7	37.4	36.8	40.6	43.5	38.2	36.9	48.2	24.8
No	61.4	66.9	66.2	53.2	59.3	62.6	63.2	59.4	56.5	61.8	63.1	51.8	75.2
Frequency													
Town Hall's Meetings													
Yes	369	41	60	69	87	112	197	172	80	125	164	265	104
No	931	117	142	132	231	310	496	436	154	369	408	503	428
Police Dialogues													
Yes	369	54	61	68	87	100	186	183	73	144	152	271	98
No	931	104	140	132	231	323	507	424	161	350	420	496	435
Police Community Meetings													
Yes	502	52	68	94	130	158	255	247	102	189	211	370	132
No	798	106	133	107	189	264	438	361	132	305	361	398	401
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

*Included in 2024.

Q47. Which of the following activities that the PR Police has carried out are you aware of or have you heard about?

Table 44.3.2

PR Police Activities Awareness*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
Town Hall's Meetings													
Yes	28.4	28.5	24.1	23.5	33.9	23.8	28.0	28.6	28.6	33.4	32.6	39.6	20.3
No	71.6	71.5	75.9	76.5	66.1	76.2	72.0	71.4	71.4	66.6	67.4	60.4	79.7
Police Dialogues													
Yes	28.4	29.0	23.5	22.2	38.5	37.7	26.4	31.3	28.1	35.0	23.1	23.7	22.5
No	71.6	71.0	76.5	77.8	61.5	62.3	73.6	68.7	71.9	65.0	76.9	76.3	77.5
Police Community Meetings													
Yes	38.6	42.2	34.1	35.3	40.5	43.2	37.2	41.3	41.3	43.0	34.5	24.3	34.4
No	61.4	57.8	65.9	64.7	59.5	56.8	62.8	58.7	58.7	57.0	65.5	75.7	60.5
Frequency													
Town Hall's Meetings													
Yes	369	37	28	31	22	25	36	67	34	17	30	15	11
No	931	93	89	100	43	79	94	167	84	35	61	24	41
Police Dialogues													
Yes	369	38	28	29	25	39	34	73	33	18	21	9	12
No	931	92	90	101	40	65	96	161	84	34	70	30	40
Police Community Meetings													
Yes	502	55	40	46	26	45	48	97	48	22	31	10	18
No	798	75	77	84	39	59	82	137	69	30	60	30	24
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27^	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	39

Notes

*Included in 2024.

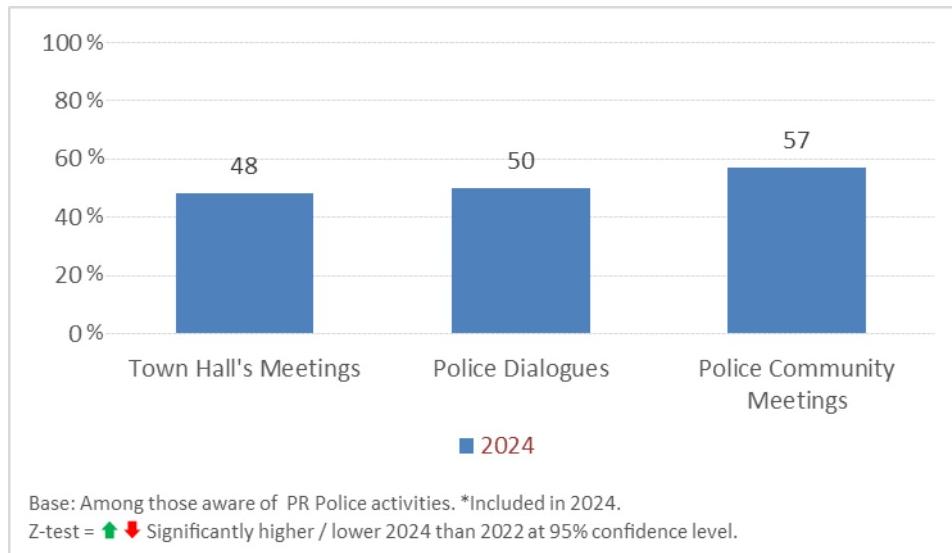
^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q48. And of the activities that the PR Police have carried out that you say you know about or have heard about, which have they participated in?

Four out of ten community member are aware of police community meetings, while three out of ten are aware of town hall meetings and police dialogues. The incidence of awareness of these initiatives is higher among those community members with knowledge of the Reform.

Figure 44.4

*PR Police Activities that Have Participated**



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Table 44.4.1*PR Police Activities that Have Participated**

Yr 2024	TOTAL	AGE					GENDER		SEL		REFORM		
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Town Hall's Meetings													
Yes	48.3	47.4	57.2	62.1	47.6	35.8	43.7	53.5	48.8	46.5	49.3	52.6	37.3
No	51.7	52.6	42.8	37.9	52.4	64.2	56.3	46.5	51.2	53.5	50.7	47.4	62.7
Police Dialogues													
Yes	50.2	48.9	59.4	55.4	47.5	44.2	43.7	56.9	55.3	47.8	50.1	55.2	36.4
No	49.8	51.1	40.6	44.6	52.5	55.8	56.3	43.1	44.7	52.2	49.9	44.8	63.6
Police Community Meetings													
Yes	57.2	50.4	70.3	63.8	57.9	49.2	56.7	57.6	59.7	57.2	55.9	61.8	44.3
No	42.8	49.6	29.7	36.2	42.1	50.8	43.3	42.4	40.3	42.8	44.1	38.2	55.7
Frequency													
Town Hall's Meetings													
Yes	178	20	34	43	41	40	86	92	39	58	81	139	39
No	191	22	26	26	46	72	111	80	41	67	83	125	65
Unweighted Base	364	43	64	76	94	87	213	151	46	147	171	256	108
Weighted Base	369	41	60	69	87	112	197	172	80	125	164	265	104
Police Dialogues													
Yes	185	26	36	38	41	44	81	104	41	69	76	150	36
No	184	27	25	31	46	56	105	79	33	75	76	122	62
Unweighted Base	372	57	66	76	92	81	206	166	43	167	162	269	103
Weighted Base	369	54	61	68	87	100	186	183	73	144	152	271	98
Police Community Meetings													
Yes	287	26	48	60	75	78	145	142	61	108	118	228	59
No	215	26	20	34	55	80	111	105	41	81	93	141	74
Unweighted Base	501	57	74	104	138	128	279	222	61	218	222	361	140
Weighted Base	502	52	68	94	130	158	255	247	102	189	211	370	132

Notes

*Included in 2024.

Base: Among those aware of PR Police activities.

Q48. And of the activities that the PR Police have carried out that you say you know about or have heard about, which have they participated in?

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Table 44.4.2*PR Police Activities that Have Participated**

Yr 2024	TOTAL	POLICE AREA												
		San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito
Percentage (%)														
Town Hall's Meetings														
Yes	48.3	44.5	51.0	67.6	25.6	58.2	26.4	53.3	47.2	42.2	46.7	35.2	47.6	83.4
No	51.7	55.5	49.0	32.4	74.4	41.8	73.6	46.7	52.8	57.8	53.3	64.8	52.4	16.6
Police Dialogues														
Yes	50.2	53.5	55.0	58.7	29.4	34.7	43.5	46.0	56.4	53.1	73.4	45.3	61.9	84.0
No	49.8	46.5	45.0	41.3	70.6	65.3	56.5	54.0	43.6	46.9	26.6	54.7	38.1	16.0
Police Community Meetings														
Yes	57.2	48.6	59.0	62.5	38.0	49.9	53.2	62.3	55.1	49.6	75.7	55.6	73.1	62.8
No	42.8	51.4	41.0	37.5	62.0	50.1	46.8	37.7	44.9	50.4	24.3	44.4	26.9	37.2
Frequency														
Town Hall's Meetings														
Yes	178	17	14	21	6	14	10	36	16	7	14	5	5	14
No	191	21	14	10	16	10	27	31	18	10	16	10	6	3
Unweighted Base	364	40	35	29^	25^	22^	32	68	37	18^	21^	10^	9^	18^
Weighted Base	369	37	28^	31	22^	25^	36	67	34	17^	30	15^	11^	16^
Police Dialogues														
Yes	185	20	15	17	7	14	15	34	19	10	15	4	7	9
No	184	18	12	12	18	26	19	40	14	9	6	5	4	2
Unweighted Base	372	45	35	28^	26^	32	33	75	37	20^	15^	6^	9^	11^
Weighted Base	369	38	28^	29^	25^	39	34	73	33	18^	21^	9^	12^	10^
Police Community Meetings														
Yes	287	27	24	29	10	22	26	60	27	11	24	5	13	10
No	215	28	16	17	16	23	23	36	22	11	8	4	5	6
Unweighted Base	501	61	48	43	29^	40	44	97	55	23^	24^	6^	14^	17^
Weighted Base	502	55	40	46	26^	45	48	97	48	22^	31	10^	18^	15^

Notes

*Included in 2024.

Base: Among those aware of PR Police activities.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q48. And of the activities that the PR Police have carried out that you say you know about or have heard about, which have they participated in?

Around half (or slightly more in the case of police community meetings) of those aware of these initiatives have participated in them. Again, participation in these initiatives is higher among community members with knowledge of the Reform.

INFORMATION SYSTEMS AND TECHNOLOGY

The main objectives of the Information and Technology System compliance area is to update the infrastructure of technological information systems to improve police processes and procedures in the administrative and operational areas to support the implementation of the Sustainable Reform agreement. This can be achieved by establishing efficient and effective communications infrastructure, databases, and information systems to support the daily activities of its employees. (PRPB Action Plans for Compliance with a Sustainable Reform – Electronic Version, p 4)

Figure 45

PR Police Has the Right Technology to Provide a More Efficient Service

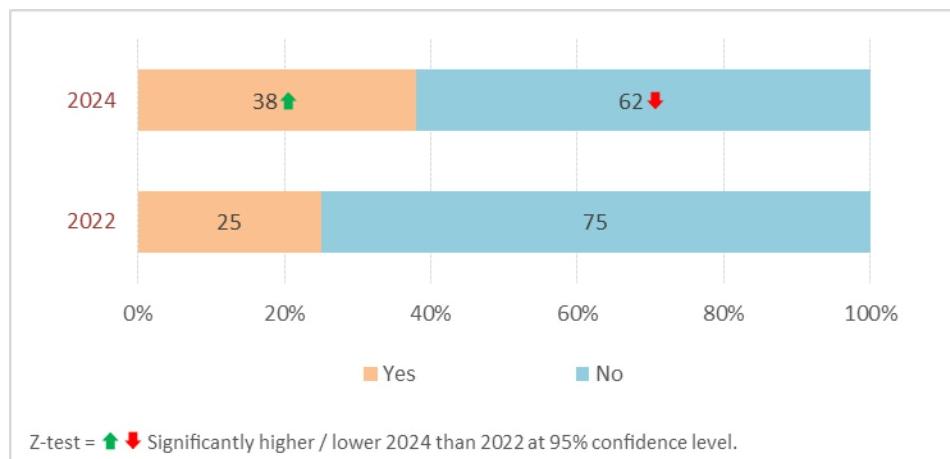


Table 45.1

PR Police Has the Right Technology to Provide a More Efficient Service

Yr 2024	TOTAL	AGE					GENDER		SEL			REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
Yes	38.0 ↑	49.0	39.0 ↑	46.0 ↑	27.0 ↑	39.0 ↑	35.0 ↑	41.0 ↑	32.0 ↑	36.0 ↑	43.0 ↑	41.0 ↑	34.0 ↑
No	62.0 ↓	51.0	61.0 ↓	54.0 ↓	73.0 ↓	61.0 ↓	65.0 ↓	59.0 ↓	68.0 ↑	64.0 ↓	57.0 ↓	59.0 ↓	66.0 ↓
Frequency													
Yes	495	77	77	91	87	163	245	251	74	176	246	314	181
No	805	81	124	109	231	260	448	357	160	318	326	453	352
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q45. Do you think that the PR Police has the right technology to provide a more efficient service?

Table 45.2*PR Police Has the Right Technology to Provide a More Efficient Service*

Yr 2024	TOTAL												POLICE AREA											
	San Juan	Arecibo	Ponce	Humacao	Mayagüez	Caguas	Bayamón	Carolina	Guayama	Aguadilla	Utuado	Fajardo	Aibonito											
Percentage (%)																								
Yes	38.0	34.0	41.0	37.0	35.0	35.0	30.0	36.0	45.0	38.0	40.0	40.0	54.0	51.0										
No	62.0	66.0	59.0	63.0	65.0	65.0	70.0	64.0	55.0	62.0	60.0	60.0	46.0	49.0										
Frequency																								
Yes	495	44	48	48	23	37	39	84	52	20	37	16	28	20										
No	805	86	69	82	42	67	91	150	65	32	54	23	24	19										
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27	42	41										
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52	39										

Notes

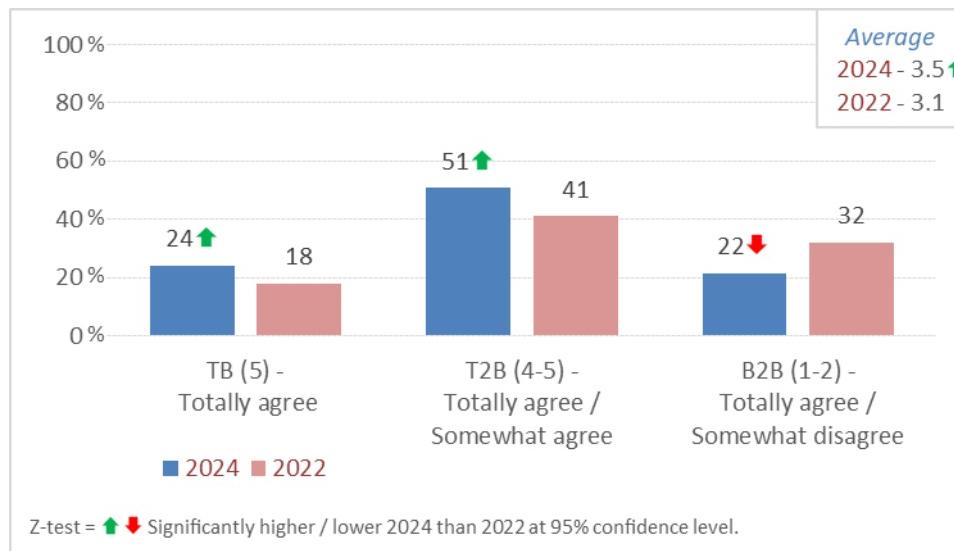
Z-test = Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q45. Do you think that the PR Police has the right technology to provide a more efficient service?

Ove one-third of community members think that the PRPD has the right technology to provide a more efficient service, which represents a +13pp improvement from 2022.

- A larger proportion of 18-24 and 35-44 age segments, D/E SEL, and Fajardo and Aibonito residents believe that the PRPD has the right technology.

Figure 46*Level of Agreement that the PR Police Publishes Reliable General Statistics of PR on All Types of Crimes*

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Table 46.1*Level of Agreement that the PR Police Publishes Reliable General Statistics of PR on All Types of Crimes*

Yr 2024	TOTAL	AGE					GENDER			SEL		REFORM	
		18 - 24 years	25 - 34 years	35 - 44 years	45 - 59 years	60 years or more	Female	Male	SEL A/B	SEL C	SEL D/E	Reform Knowledge	No Reform Knowledge
		Percentage (%)											
(5) Totally agree	24.0 ↑	23.0	25.0	19.7	20.1 ↑	28.8 ↑	24.7 ↑	23.2 ↑	27.3 ↑	21.2	25.1	26.0 ↑	21.1 ↑
(4) Somewhat agree	26.7 ↑	21.9	19.3	27.9	28.6	30.1	27.1	26.3	27.6 ↑	25.2	27.7	29.3 ↑	23.0
(3) Nor agree, nor disagree	21.7	28.7	29.9	24.4	17.4	17.2	20.6	23.0 ↑	19.6	22.5	21.9	22.6 ↑	20.5
(2) Somewhat disagree	12.2 ↓	10.6	12.2	14.0	13.5 ↓	10.8	12.1 ↓	12.2	13.3	12.7 ↓	11.2	11.2	13.5 ↓
(1) Totally disagree	9.4 ↓	6.3	8.3	7.5	13.4	8.9 ↓	9.0	9.7 ↓	7.9 ↓	12.7	7.1	8.3 ↓	10.9
Don't know	6.0 ↓	9.4	5.3	6.4	7.0	4.2 ↓	6.5 ↓	5.5	4.3	5.7	7.0	2.5 ↓	11.1
TOP 2 BOX (4, 5)	50.7 ↑	44.9	44.4	47.7	48.7 ↑	58.9 ↑	51.8 ↑	49.5 ↑	54.9 ↑	46.4	52.7 ↑	55.4 ↑	44.0 ↑
BOT 2 BOX (1, 2)	21.5 ↓	16.9	20.4	21.5	26.9 ↓	19.7 ↓	21.1 ↓	22.0 ↓	21.2 ↓	25.4	18.3 ↓	19.5 ↓	24.4 ↓
AVERAGE	3.5 ↑	3.5	3.4	3.4	3.3 ↑	3.6 ↑	3.5 ↑	3.4 ↑	3.6 ↑	3.3	3.6 ↑	3.6 ↑	3.3 ↑
Frequency													
(5) Totally agree	312	36	50	40	64	122	171	141	64	105	143	200	112
(4) Somewhat agree	348	35	39	56	91	127	188	160	65	125	158	225	122
(3) Nor agree, nor disagree	283	45	60	49	55	73	143	140	46	111	126	174	109
(2) Somewhat disagree	158	17	25	28	43	46	84	74	31	63	64	86	72
(1) Totally disagree	122	10	17	15	43	37	63	59	18	63	41	63	58
Don't know	78	15	11	13	22	18	45	34	10	28	40	19	59
TOP 2 BOX (4, 5)	660	71	89	96	155	249	359	300	129	229	302	425	234
BOT 2 BOX (1, 2)	280	27	41	43	86	83	146	133	50	125	105	150	130
Unweighted Base	1300	163	215	230	341	351	746	554	140	558	602	752	548
Weighted Base	1300	158	201	201	318	422	693	607	234	494	572	767	533

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

Q46. How much do you agree that the PR Police publishes reliable general statistics of Puerto Rico on all types of crimes such as homicides, hate crimes, domestic violence, sexual assault, etc.?

Table 46.2*Level of Agreement that the PR Police Publishes Reliable General Statistics of PR on All Types of Crimes*

Yr 2024	TOTAL	POLICE AREA											
		San Juan	Arecibo	Ponce	Humacao	Mayaguez	Caguas	Bayamon	Carolina	Guayama	Aguadilla	Utuado	Fajardo
		Percentage (%)											
(5) Totally agree	24.0 ↑	18.9	17.3	22.2	27.3	25.3	21.4	23.3	24.5 ↑	21.5	38.3 ↑	17.2	31.3
(4) Somewhat agree	26.7 ↑	20.3	34.5 ↑	24.7	25.9	31.1	20.7	28.1	28.1	37.8 ↑	23.9	30.3	26.7
(3) Nor agree, nor disagree	21.7	29.0	21.6	26.1	17.1	16.4	28.2	19.0	22.4	22.4	13.2	17.4	20.8
(2) Somewhat disagree	12.2 ↓	16.4	13.8	11.2	11.5	10.9	16.5	12.1	7.1 ↓	12.1	11.5	17.0	2.5 ↓
(1) Totally disagree	9.4 ↓	10.0	10.1 ↓	10.7	14.0	7.4	8.3 ↓	11.4	10.7	1.7 ↓	3.8	15.1	5.9
Don't know	6.0 ↓	5.3	2.7	5.1	4.2	8.9	4.9	6.1	7.3	4.4	9.3	3.1	12.7
TOP 2 BOX (4, 5)	50.7 ↑	39.3	51.8 ↑	46.9	53.2	56.4 ↑	42.1 ↑	51.4	52.5 ↑	59.3 ↑	62.3	47.5	58.1
BOT 2 BOX (1, 2)	21.5 ↓	26.4	23.9 ↓	21.9	25.6	18.3	24.8 ↓	23.5	17.8 ↓	13.8 ↓	15.3	32.1	8.4 ↓
AVERAGE	3.5 ↑	3.2	3.4 ↑	3.4	3.4	3.6	3.3 ↑	3.4	3.5 ↑	3.7	3.9	3.2	3.9
Frequency													
(5) Totally agree	312	25	20	29	18	26	28	55	29	11	35	7	16
(4) Somewhat agree	348	26	40	32	17	32	27	66	33	20	22	12	14
(3) Nor agree, nor disagree	283	38	25	34	11	17	37	45	26	12	12	7	11
(2) Somewhat disagree	158	21	16	15	8	11	21	28	8	6	10	7	1
(1) Totally disagree	122	13	12	14	9	8	11	27	13	1	4	6	3
Don't know	78	7	3	7	3	9	6	14	9	2	8	1	7
TOP 2 BOX (4, 5)	660	51	61	61	35	59	55	120	61	31	57	19	30
BOT 2 BOX (1, 2)	280	34	28	29	17	19	32	55	21	7	14	13	4
Unweighted Base	1300	148	147	127	70	87	117	237	130	58	69	27 ↗	42
Weighted Base	1300	130	117	130	65	104	130	234	117	52	91	39	52

Notes

Z-test = ↑ ↓ Significantly higher / lower 2024 than 2022 at 95% confidence level.

^Base too small for analysis (Less than 30 cases). Information to be used only directionally.

Q46. How much do you agree that the PR Police publishes reliable general statistics of Puerto Rico on all types of crimes such as homicides, hate crimes, domestic violence, sexual assault, etc.?

Half of the community members (a +10pp increase) indicate a positive agreement that the PR police publish reliable statistics on all types of crime.

- There are differences in terms of agreement levels, with 60+ year olds, and residents of Aguadilla, Guayama and Fajardo exhibiting higher agreement levels compared to their counterpart demo groups.
- By regions, Utuado has a significantly higher disagreement with this statement.

APPENDIX A**QUESTIONNAIRE**

On this occasion we are conducting a study on public opinion among residents of Puerto Rico regarding the performance of the Puerto Rico police and it would be very important to have your collaboration. It is important that you speak completely freely; all your comments will be valuable to us and will be kept in the strictest confidence. Thank you very much! For quality purposes this interview may be recorded.

SCREENER

F.1 Would you like to participate?

Yes... 1 [[CONTINUE](#)] No2 [[TERMINATE VALID](#)]

F2. In which of the following age groups are you in? (**Select only one answer**)

18 to 24 years	1
25 to 34 years	2
35 to 44 years	3
45 to 54 years	4
55 to 59 years	5
60 to 69 years	6
70 years or more	7

F3. Gender

Female	1
Male	2
Non-Binary	3

F4A. In which municipality do you reside? (Select only one answer)

I. Area San Juan	1	II. Area Arecibo	2	III. Area Ponce	3	IV. Area Humacao	4	V. Area Mayagüez	5
San Juan	1	Arecibo Barceloneta Camuy Ciales Florida Hatillo Manatí ¹ Morovis Quebradillas	2 3 4 5 6 7 8 9 10	Guánica Guayanilla Juana Díaz Peñuela Ponce Santa Isabel Villalba Yauco	11 12 13 14 15 16 17 18	Humacao Las Piedras Maunabo Naguabo Yabucoa	19 20 21 22 23	Añasco Cabo Rojo Hormigueros Lajas Las Marías Maricao Mayagüez Sabana Grande San Germán	24 25 26 27 28 29 30 31 32
VI. Area Caguas	6	VII. Area Bayamón	7	VIII. Area Carolina	8	IX. Area Guayama	9		
Aguas Buenas Caguas Cidra Gurabo Juncos San Lorenzo	33 34 35 36 37 38	Bayamón Guaynabo Cataño Toa Alta Naranjito Corozal Toa Baja Dorado Vega Alta Vega Baja	39 40 41 42 13 44 45 46 47 48	Canóvanas Carolina Loíza Trujillo Alto	49 50 51 52	Salinas Cayey Arroyo Guayama Patillas	53 54 55 56 57		
X. Area Aguadilla	10	XI. Area Utuado	11	XII. Area Fajardo	12	XIII. Area Aibonito	13		
Aguada Aguadilla Moca Rincón Isabela San Sebastián	58 59 60 61 62 63	Adjuntas Jayuya Lares Utuado	64 65 66 67	Ceiba Culebra Fajardo Luquillo Río Grande Vieques	68 69 70 71 72 73	Aibonito Barranquitas Coamo Comerio Orocovis	74 75 76 77 78		

[PROG: AUTOMATICALLY REGISTER THE AREA TO WHICH THE MUNICIPALITY MENTIONED IN F4 BELONGS]

F4B. Area

San Juan	1	Arecibo	2	Ponce	3	Humacao	4	Mayaguez	5
Caguas	6	Bayamón	7	Carolina	8	Guayama	9	Aguadilla	10
Utuado	11	Fajardo	12	Aibonito	13				

[PROG: INSERT PUERTO RICO SOCIOECONOMIC LEVEL MODULE]**PUERTO RICO SOCIOECONOMIC LEVEL MODULE****[PROG: SHOW TEXT BELOW ON A DIFFERENT SCREEN, BEFORE SEL1]**

Next, a series of questions for statistical purposes to qualify the information. The questions refer exclusively to the person who contributes the most to the expenses/income of your household. If there are two or more people who contribute, think only of the person who contributes the most to your household expenses/income. Information will be kept strictly confidential.

SEL1. Thinking on the person who contributes the most to the household income, what was the last academic degree that person completed? **(Select only one answer)**

	Codes
No school education	1
Elementary school (1 st . to 5 th . grade)	2
Junio high school (6 th . to 8 th grade)	3
Started high school (9 th . to 11 th . grade)	4
Completed high school (12 grade)	5
Started university (Did not obtain diploma)	6
Associate Degre (Obtained diploma)	7
Completed university / Bachelor degree (Obtained diploma)	8
Post-graduate studies (master's degre, PhD) (Obtained diploma)	9
Technical courses / Other education after high school (business, nursing, etc.) (Obtained a certificate)	10

SEL2. Which of the following alternatives best describes the employment situation of the person who contributes the most to the household income? **(Select only one answer)**

	Codes
Work full time (30 hours or more per week)	1
Work part-time (Less than 30 hours a week)	2
Own business (Store owner / company / company / franchises / sales person)	3
Retired	4
Disabled	5
Unemployed	6
Housewife	7
Student	8

[PROG: SHOW SEL3 IF IN SEL2=1,2. IF IN SEL1=5,6 IN SEL3 ONLY SHOW CODES 3,4,5]

[PROG: SHOW SEL3 IF IN SEL2=1,2. IF IN SEL1=1,2,3,4 IN SEL3 ONLY SHOW CODES 4,5]

SEL3. What is the occupation or job position of the person who contributes the most to the household income? (Select only one answer)

	Codes
PROFESSIONAL – performs a job that requires specialized knowledge for a specific work area obtained at a University or Technical Institute and has a DIPLOMA or CERTIFICATE that validates that knowledge	1
SENIOR LEVEL MANAGER – (Executive, General Manager, President / Vice President, etc. of company/corporate/chain stores/hospitals/government agency/financial institutions)	2
MIDDLE-LEVEL MANAGER – (Administrator/Director/Manager of: Department, Branch, Store, Restaurant, Junior Manager, Assistant Manager, etc.)	3
JOB WITH FORMAL TRAINING – is a job where for the work you do you NEED to receive some formal training in specific skills from your employer or an outside source. (Does not require a diploma or certificate from the University or Technical Institute)	4
JOB DOES NOT REQUIRE FORMAL TRAINING – it is a job where for the work you do you DO NOT NEED to receive any formal training from your employer (Does not require a diploma or certificate from the University or Technical Institute)	5

SEL4. In which of the following Annual Family Income groups is your family currently located? (Select only one response)

Annual	Monthly	Codes
Less than \$9,999	\$833 or less	1
\$10,000 to \$19,999	\$834 to \$1,665	3
\$20,000 to \$29,999	\$1,666 to \$2500	5
\$30,000 to \$39,999	\$2,501 to \$3,350	7
\$40,000 to \$49,999	\$3,351 to \$3,750	8
\$50,000 to \$74,999	\$4,167 to \$6,250	9
\$75,000 or more	\$6,250 or more	10
Don't answer	Don't answer	12

[PROG: AUTOMATICALLY REGISTER THE SEL]

SEL5. Socio economic level

A	1
B	2
C	3
D	4
E	5

[PROG: HIDE, ONLY TO BE USED IN THE SEL CALCULATION]

SUM_SEL =Add weights of SEL1 + SEL2 + SEL3

KNOWLEDGE ABOUT POLICE REFORM

Q1. Are you familiar with or have heard about the Reform being carried out by the PR Police to protect the civil rights of citizens, its purpose and what its implementation consists of? (**Select only one answer**)

I know a lot	5
I know something	4
I've heard, but I know almost nothing	3
I've heard but I don't know anything	2
I have never heard of	1

[PROG: SHOW Q2 IF IN Q1 IT IS EQUAL TO COD 3,4,5]

Q2. According to your perception, what do you think has been the level of impact that the PR Police Reform has had in protecting the civil rights of citizens?

A lot of impact	4
Some impact	3
Not too much impact	2
No impact at all	1
Don't know	5

Q3. Do you think that the PR Police keeps citizens informed about the Reform process, the achievements obtained with its implementation? (**Select only one answer**)

Yes	1
No	2

I. PROFESSIONALISM

Q4. How much do you agree that the members of the PR Police act in a professional manner when they intervene with citizens, promoting their confidence in the protection of their rights and respect for the institutions of Law and Order? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q5. Do you consider that most of the members of the PR Police communicate with citizens in a respectful manner during interventions? (**Select only one answer**)

Yes	1
No	2

Q6. Do you think that the PR Police take the appropriate measures when they identify cases of corruption? (**Select only one answer**)

Yes	1
No	2
Don't know	3

II. USE OF FORCE

Q7. According to your perception, how much do you agree that the PR Police has trained its police officers with updated techniques necessary to prevent the excessive use of force when intervening with citizens? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q8. Do you consider that the members of the Police respect and protect the right to free expression of citizens when they provide surveillance in constitutional activities and demonstrations such as: strikes, marches, etc.? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q9. Do you consider that the members of the PR Police intervene appropriately with citizens who have problems of having a mental health crisis? (**Select only one answer**)

Yes	1
No	2
Don't know	3

III. SEARCHES AND RAIDS

Q10. In the last 5 years, have you experienced or witnessed any situation where members of the PR

Police have had to intervene with you or any other citizen? (**Select only one answer**)

Yes	1
No	2

[PROG: SHOW Q11 IF IN Q10 IT IS EQUAL TO COD 1]

Q11. During the process of the intervention of members of the PR Police with you or another citizen, how confident were you that the police were following the correct procedures? (**Select only one answer**)

Very confident	4
Somewhat confident	3
Somewhat distrustful	2
Very distrustful	1
Don't remember	5

[PROG: SHOW Q12 IF IN Q10 IT IS EQUAL TO COD 1]

Q12. In the intervention, did the members of the PR Police explained the reasons for intervening with you or another citizen in a clear and professional manner? (**Select only one answer**)

Yes	1
No	2
Don't remember	3

Q13. According to your perception, how much do you agree that the members of the PR Police when they make arrests, searches of a citizen or property, or seizures always do so for justified reasons as established by law? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

IV. EQUAL PROTECTION AND NO DISCRIMINATION

Q14. And, how much do you agree that the members of the PR Police provide their public security services to all citizens free of discrimination? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1

Q15. How confident do you feel that you can interact with the members of the PR Police and not suffer from any kind of discrimination? (**Select only one answer**)

Very confident	4
Somewhat confident	3
Somewhat distrustful	2
Very distrustful	1
Don't know	5

Q16. Comparing the specific groups or sectors of society that are discriminated against in the general population, which of those groups or sectors do you think are discriminated against by members of the PR Police, if any? (**Select only one answer**)

Sexual orientation	1
Gender	2
Disability	3
Ethnic origin	4
Religion	5
Political ideology	6
Country of birth / Nationality	7
None of the groups	8

Q17. According to your perception, do you consider that the members of the PR Police provide the LGBTIQ+ community (lesbian, gay, bisexual, transsexual and queer) with public security services in the same way that they provide them to citizens in general? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q18. How much do you agree that the PR Police puts a lot of interest in dealing with Hate Crimes?

(Select only one answer)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

[PROG: SHOW Q19 IF IN Q16 THEY DID NOT MENTION COD 8]

Q19. How frequently have you received discriminatory treatment from members of the PR Police?

(Select only one answer)

Always	1
Sometimes	2
Never	3

[PROG: SHOW Q20 IF IN Q16 THEY DID NOT MENTION COD 8]

Q20. How much do you agree that some members who belong to discriminated groups or sectors in

Puerto Rico are afraid to report a crime for fear of reprisals? **(Select only one answer)**

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q21. According to your perception, do you consider that people of black origin or ethnicity are treated by members of the PR Police in a different way than they treat other ethnic groups in the general population? **(Select only one answer)**

Yes	1
No	2
Don't know	3

Q22. How much do you agree that the PR Police effectively handles cases of Domestic Violence and Sexual Assault? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1

Q23. According to your perception, do you consider that the members of the PR Police provide the victims of Domestic Violence and Sexual Assault with an adequate treatment? (**Select only one answer**)

Yes	1
No	2
Don't know	3

V. RECRUITMENT, SELECTION AND DESIGNATIONS

Q24. According to your perception, do you consider that the PR Police has the conditions and benefits to attract qualified people to be a member of the police? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q25. Do you think that the PR Police recruits candidates with the ideal characteristics to be part of the police force? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q26. Do you consider that the PR Police has an effective and attractive promotional campaign to draw the attention of various sectors of the community to recruit new members? (**Select only one answer**)

Yes	1
No	2

Q27. Do you think that the PR Police has representation from different ethnic groups or sectors of society in Puerto Rico? (**Select only one answer**)

Yes	1
No	2

VI. POLICIES AND PROCEDURES

Q28. To the best of your knowledge, are the policies, protocols and procedure manuals of the PR Police accessible to citizens through the internet or any other means? (**Select only one answer**)

Yes are accessible	1
No are not accessible	2
Don't know	3

Q29. To the best of your knowledge, does the PR Police inform the general public about the policies or regulations that govern interventions with foreign or non-citizen persons? (**Select only one answer**)

Yes	1
No	2
Don't know	3

VII. TRAININGS

Q30. According to your perception, do you consider that the PR Police effectively trains all its personnel, police officers and civilian employees in terms of their responsibilities, limits of authority and policies or standards of the Police? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q31. Do you think that the members of the PR Police are trained to offer services to people with some kind of disability (deaf, blind, mobility, etc.) (**Select only one answer**)

Yes	1
No	2
Don't know	3

VIII. SUPERVISION AND ADMINISTRATION

Q32. Do you consider that the PR Police Bureau provides members of the police with the necessary equipment so that they can carry out their work effectively? (**Select only one answer**)

Yes	1
No	2
Don't know	3

IX. ADMINISTRATIVE COMPLAINTS, INVESTIGATIONS AND DISCIPLINE

Q33. Do you think that the PR Police investigates complaints submitted by citizens against any member of the police for inappropriate conduct in an objective, complete and transparent manner? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q34. To the best of your knowledge, how much do you agree that the PR Police always applies the corresponding disciplinary measures to members of the police who have been charged and positively identified as having committed a misdemeanor? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q35. Does the PR Police provide public information to the public on the statistics of investigations of complaints about any member of the police or civil employees submitted by complainants? (**Select only one answer**)

Yes	1
No	2

Q36. Do you think that the PR Police take adequate measures to protect citizens who file complaints against any member of the police from possible reprisals? (**Select only one answer**)

Yes	1
No	2
Don't know	3

Q37. To the best of your knowledge, how much do you agree that the PR Police has efficient, manageable and accessible physical or online mechanisms to file complaints for improper conduct by any member of the police? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q38. Do you know how to submit a complaint for improper conduct of a member of the PR Police?

(Select only one answer)

Yes	1
No	2

X. INTERACTION WITH THE COMMUNITY AND PUBLIC INFORMATION

Q39 According to your perception, how much do you agree that the PR Police knows the needs and concerns of the community? **(Select only one answer)**

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q40. How much do you agree that the PR Police encourages the collaboration of members of the police with the communities in the prevention and solution of problems? **(Select only one answer)**

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

Q41. According to your perception, what is the level of confidence that citizens have regarding the public security services provided by the members of the PR Police? **(Select only one answer)**

Very confident	4
Somewhat confident	3
Somewhat distrustful	2
Very distrustful	1
Don't know	5

Q42. What is the level of respect that exists between the community and the members of the PR Police?

(Select only one answer)

A lot of respect	4
Some respect	3
Little respect	2
No respect	1
Don't know	5

Q43. How satisfied are you with the presence and work carried out by the PR Police in your communities? (**Select only one answer**)

Totally satisfied	5
Somewhat satisfied	4
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	2
Totally dissatisfied	1
Don't know	6

Q44. Comparing the treatment that the PR Police gives to the general population, how much do you agree that the members of the police treat well the homeless population in Puerto Rico? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

[PROG: SA PER ROW]

Q47. Which of the following activities carried out by the Puerto Rico Police do you know about or have heard of? (**Select only one answer**)

	Sí	No
Town halls meetings	1	2
Police dialogues	1	2
Police community meetings	1	2

[PROG:SHOW ONLY ACTIVITE WITH CODE=1 IN Q47]

[PROG: SA PER ROW]

Q48. And of the activities carried out by the Puerto Rico Police that you indicate knowing about or having heard of, which ones have you participated in? (**Select only one answer**)

	Sí	No
Town halls meetings	1	2
Police dialogues	1	2
Police community meetings	1	2

XI. INFORMATION SYSTEMS AND TECHNOLOGY

Q45. Do you think that the PR Police has the right technology to provide a more efficient service? (**Select only one answer**)

Yes	1
No	2

Q46. How much do you agree that the PR Police Bureau publishes reliable general statistics of Puerto Rico on all types of crimes such as homicides, hate crimes, domestic violence, sexual assault, etc.? (**Select only one answer**)

Totally agree	5
Somewhat agree	4
Nor agree, nor disagree	3
Somewhat disagree	2
Totally disagree	1
Don't know	6

DEMOGRAPHICS

To finish, we need you to please answer the following questions in order to be able to demographically classify the information you have provided us, thank you.

D1. Your current marital status is... (Select only one answer)

Married	1
Single	2
Divorced / Separated	3
Widowed	4
Living together	5

D2. If you are currently working, please indicate whether it is full time or part time. If you are not working at this time, please mark I do not work (Select only one answer)

Work full time (30 hours or more in a week)	1
Work part time (Less than de 30 hours in a week)	2
I do not work	3

D3. What was the most recent academic degree you completed? (Select only one answer)

No school education	1
Elementary school (1 st . to 5 th . grade)	2
Junio high school (6 th . to 8 th grade)	3
Started high school (9 th . to 11 th . grade)	4
Completed high school (12 grade)	5
Started university (Did not obtain diploma)	6
Associate Degre (Obtained diploma)	7
Completed university / Bachelor degree (Obtained diploma)	8
Post-graduate studies (master's degre, PhD) (Obtained diploma)	9
Technical courses / Other education after high school (business, nursing, etc.) (Obtained a certificate)	10

D4. The type of housing where you currently reside is a ... ? (Select only one answer)

House	1
Apartment House	2
Apartment Condo	3
Public Residential / Government Owned	4
Other types of housing	5

D5. Is your home located...? (Select only one answer)

In the center of an urban area	1
Outside o fan urban area	2
In a rural area	3

D6. What ethnic group do you belong to? (Select only one answer)

Hispanic or Latin	1
Predominantly White	2
Predominantly Black	3
Predominantly Asian	4
Other ethnic group	5

D7. What is your place of birth? (Select only one answer)

Puerto Rico	1
Dominican Republic	2
Cuba	3
Mexico	4
Haiti	5
United States	6
Canada	7
Asian Country	8
Country of Central America	9
Country of South America	10
Europe country	11
Country in Africa	12
Middle East	13

D8. How do you best define your position in relation to other members of your family? (Select only one answer)

Wife	1
Husband	2
Not married living together (female)	3
Not married living together (male)	4
Daughter	5
Son	6
Stepdaughter	7
Stepson	8
Sister	9
Brother	10
Mother	11
father	12
Granddaughter	13
Grandson	14
Mother in law	15
Father in law	16
Daughter in law	17
Son in law	18
Other female household member	19
Other male household member	20

[PROG: VARIABLE FOR INTERNAL USE ONLY]

INTERNAL VARIABLE: GENDER

Female	D8=1,3,5,7,9,11,13,15,17,19	1
Male	D8=2,4,6,8,10,12,14,16,18,20	2